USER GUIDE

VZAccess Manager for Macintosh

Version 7.2.3

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VZAccess Manager for Macintosh

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Chapter 1 Introduction

VZAccess Manager from Verizon Wireless

Welcome to VZAccess Manager from Verizon Wireless. VZAccess Manager is a wireless connectivity application that enables you to connect your computer to the Internet using Mobile Broadband and Wi-Fi wireless network communications.

Note: *You do not need a separate Internet service provider (ISP) to access the Internet when using NationalAccess, Global Access or Mobile Broadband.*

- Features (see page 2)
- System Requirements (see page 4)
- Supported Verizon Wireless WWAN Services (see page 2)
- What is Mobile Broadband? (see page 5)
- What is Wi-Fi? (see page 5)
- Airport (see page 5)
- Installation and Configuration (see page 7)
- The VZAccess Manager Installer (see page 10)
- Uninstalling VZAccess Manager (see page 19)

Features

VZAccess Manager:

- Configures and controls your Verizon Wireless WWAN (Wireless Wide Area Network, also referred to as Mobile Broadband) devices.
- Mobile Broadband connections will automatically fall back and attempt connecting via NationalAccess if the Mobile Broadband service is unavailable.
- Displays available Verizon Wireless 1XRTT and EVDO WWAN networks and their respective signal strengths.
- Monitors and displays W-Fi connections and signal strength from your Mac computer Airport and allows you to connect to those networks using VZAccess Manager.
- Auto launch your browser, e-mail client or a program of your choice upon connecting to Verizon Wireless WWAN.
- Allows users to receive unbilled usage reports via "Usage" option on the Tools menu.
- Supports TXT messaging for certain devices.

Other Features

- Session log – Logs connections used, duration and bytes sent and received.
- Diagnostics – Provides diagnostic tools to assist in troubleshooting connection problems.

Supported Verizon Wireless WWAN Services

VZAccess Manager supports three Verizon Wireless WWAN (Wireless Wide Area Network) services:

1. **GlobalAccess** - This service requires a GPRS/EDGE/UMTS/HSPA-capable WWAN device and a Subscriber Identity Module (SIM) card. Such devices are available as PC Cards, ExpressCards and USB Modems. The embedded GlobalAccess modules in certain laptop computers can fulfill this function as well. GlobalAccess provides high-speed wireless Internet access in over 200 destinations worldwide. Please visit http://b2b.vzw.com/international/GlobalAccess/index.html for service availability and additional details.

2. **Mobile Broadband** - This service requires a Mobile Broadband-capable wireless device and provides a wireless broadband connection to the Internet. With Mobile Broadband from Verizon Wireless in your notebook, you can access e-mail, download files, and browse the Internet at broadband speeds. For 4G Mobile Broadband, average download speeds range from 5 to 12 Mbps[1]. For 3G Mobile Broadband, typical download speeds range from 600 kbps to 1.4 Mbps[2] with typical upload speeds ranging from 500 kbps to 800 kbps. Visit http://www.verizonwireless.com/b2c/mobilebroadband/ for service availability and additional details.

3. **NationalAccess** - This requires a NationalAccess-capable wireless device (supporting CDMA 1xRTT). NationalAccess delivers typical speeds of 60 to 80 Kbps, bursting up to 144 Kbps[3]. This service requires a subscription to a NationalAccess plan. Additional information is available at http://support.vzw.com/clc/faqs/VZAccess/faq_natlbrdbandaccess.html.

For more information on Verizon Wireless services, please visit: http://www.verizonwireless.com/b2c/mobilebroadband/.

[1] Speeds require a 4G LTE device. Actual throughput speed and coverage may vary. Speed claims not applicable when roaming.

[2] Speeds require an EV-DO Rev. A-capable device. When using an EV-DO device that is not Rev. A-capable or traveling in the Extended Broadband Rate and Services area, you can expect download speeds of 400 - 700 Kbps and upload speeds of 60 - 80 Kbps. Mobile Broadband speed claims based on our network tests with 5 MB FTP data files, without compression.

[3] Speed claim based on our network tests with 101 Kilobyte FTP data files. Actual throughput speed and coverage vary.

System Requirements

VZAccess Manager has the following minimum system requirements:

Wireless Device

- A Verizon Wireless embedded module, PCMCIA, ExpressCard, USB Modem, or mobile phone. Use of a mobile phone handset requires connection to your computer via Bluetooth or USB cable.
- VZAccess Manager uses the Mac computer Airport for Wi-Fi connections.

Operating Systems

- PowerPC G4 or Intel based Mac.
- Mac OS X 10.4 or later.
- Supported wireless device.

Hardware

- Must meet the base requirements for the operating system.
- Available PCMCIA slot, ExpressCard slot or USB port.
- A GPRS/EDGE/UMTS/HSPA device and SIM card if traveling internationally to GSM network-based countries.
- A UICC (Universal Integrated Circuit Card), if using an LTE 4G device.

Wireless Service

- A Verizon Wireless data service plan.

What is Mobile Broadband?

Mobile Broadband refers to high speed data connections that are achieved over mobile networks such as Verizon's. Because mobile networks frequently have large coverage areas spanning multiple cities, Mobile Broadband is sometimes referred to as a WWAN (Wireless Wide Area Network) technology.

This requires a Mobile Broadband capable device and provides a wireless broadband connection to the Internet. Verizon Wireless Mobile Broadband is one of the fastest, 4G wireless Internet data solutions available. Quickly download complex files and view email attachments at broadband speeds (range from 5 to 12 Mbps).

What is Wi-Fi?

Wi-Fi is a commonly-used technology that allows high speed wireless connections within a limited area. (A single Wi-Fi access point might cover the interior of an average-sized home). Wi-Fi is now used for many purposes such as:

- Granting wireless access to a corporate network while on company premises.
- Connecting wirelessly to a home network.
- Providing Internet access at places like airports and coffee shops.

Because individual Wi-Fi networks have a limited coverage area, Wi-Fi is sometimes referred to as a WLAN (Wireless Local Area Network) technology. VZAccess Manager monitors and displays Wi-Fi connections from your Airport and allows you to connect to those Wi-Fi networks from the Networks View.

Airport: VZAccess Manager monitors and displays the Wi-Fi connections from your Mac computer Airport. VZAccess Manager allows you to:

- Control whether Wi-Fi networks from your Airport appear in the Networks View.
- Limit the display to only Preferred Wi-Fi networks though the Wi-Fi Preferences.
- Create a list that determines which preferred networks will be displayed in the Networks View.
- Connect to Wi-Fi networks from the Network view.

Adding, editing and configuring Wi-Fi networks and their associated settings must be done via the Airport. Please refer to your Mac computer documentation or Mac help system for more information on the Airport.

Chapter 2 Installation and Configuration

This section will guide you through the VZAccess Manager installation and setup process. Before getting started, you should become familiar with the documentation that came with your wireless device.

- Installing VZAccess Manager (see page 8)
- The VZAccess Manager Installer (see page 10)
- Uninstalling VZAccess Manager (see page 19)

Installing VZAccess Manager

Your setup is fully automated. Please ensure that your wireless module is powered on.

GlobalAccess Users: If you plan to use a Global PCMCIA Card, ExpressCard, USB device or embedded module outside the U.S., please note:

- You must install VZAccess Manager and activate service within Broadband Services or National Enhanced Services Rate and Coverage Areas prior to leaving the US.
- You must use an embedded module, PCMCIA Card, ExpressCard or a USB modem designed for the Mobile Broadband/NationalAccess network.
- Your new GlobalAccess version of VZAccess Managerr must be installed even if you already have a previous version loaded.

Follow these steps to install VZAccess Manager.

1. After inserting the USB device, a icon similar to the image below will appear. If the window does not automatically open, **double-click the VZAccess Manager icon** on the desktop. The install panel is displayed.

- If you received VZAccess Manager in electronic format, double-click the VZAccess Manager disk image (".DMG").
- If you received VZAccess Manager on CD, insert the CD and the window shown below will appear. If the window does not automatically open, double-click on the CD icon on your desktop.
- Also in this window is the **VZAccess Manager User Guide**. Browse this document to become familiar with the setup process.

2. Double-click the **VZAccess Manager.pkg** icon to launch the installer and begin the setup process. Next, see the VZAccess Manager Installer topic (see page 10) for the installer procedure.

The VZAccess Manager Installer

After double-clicking the VZAccess Manager installer package on the root of the install disk, the VZAccess Manager Installer will run. You will be presented with a serious of panels that will tell you about the features and benefits of VZAccess Manager, allow you to select the Mac OS X volume to install to, and finally begin the installation.

Follow these steps to install VZAccess Manager:

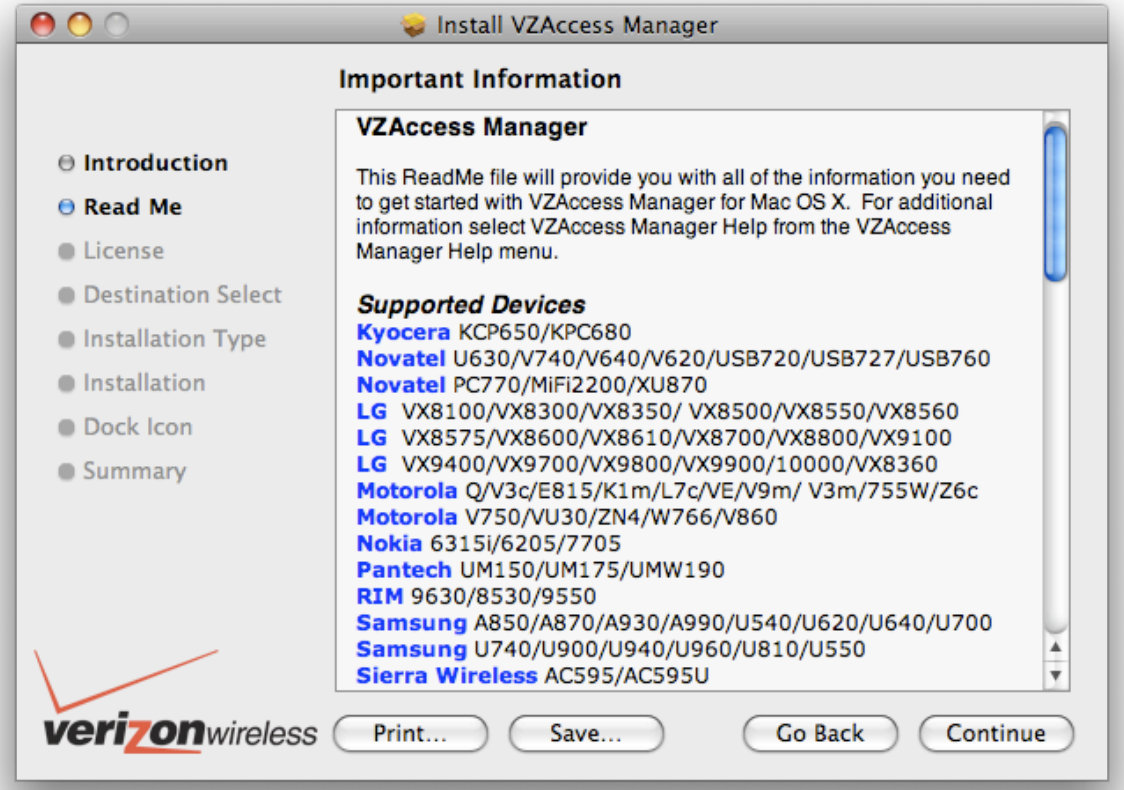
1. **The Introduction Panel**
   When the VZAccess Manager installer launches, you will see the panel below. Double-click on the **VZAccess Manager.pkg** icon.

2. **The Welcome Screen**
   The welcome screen appears as shown below. After reading the text in the Welcome message, click **Continue**.

Install VZAccess Manager
Welcome to the VZAccess Manager Installer
Introduction
Read Me
License
Destination Select
Installation Type
Installation
Dock Icon
Summary
Get Mobile with VZAccess Manager
The perfect solution for mobile professionals everywhere. Whether you are checking email at the airport terminal before your next flight, shopping online to avoid store crowds or booking a hotel reservation from a taxi – with VZAccess Manager the possibilities are endless. VZAccess Manager puts the Internet and it's infinite number of resources within your reach wherever you may find yourself.
This installer guides you through the steps necessary to install VZAccess Manager for Mac OS X. To get started click Continue.
verizonwireless
Go Back
Continue

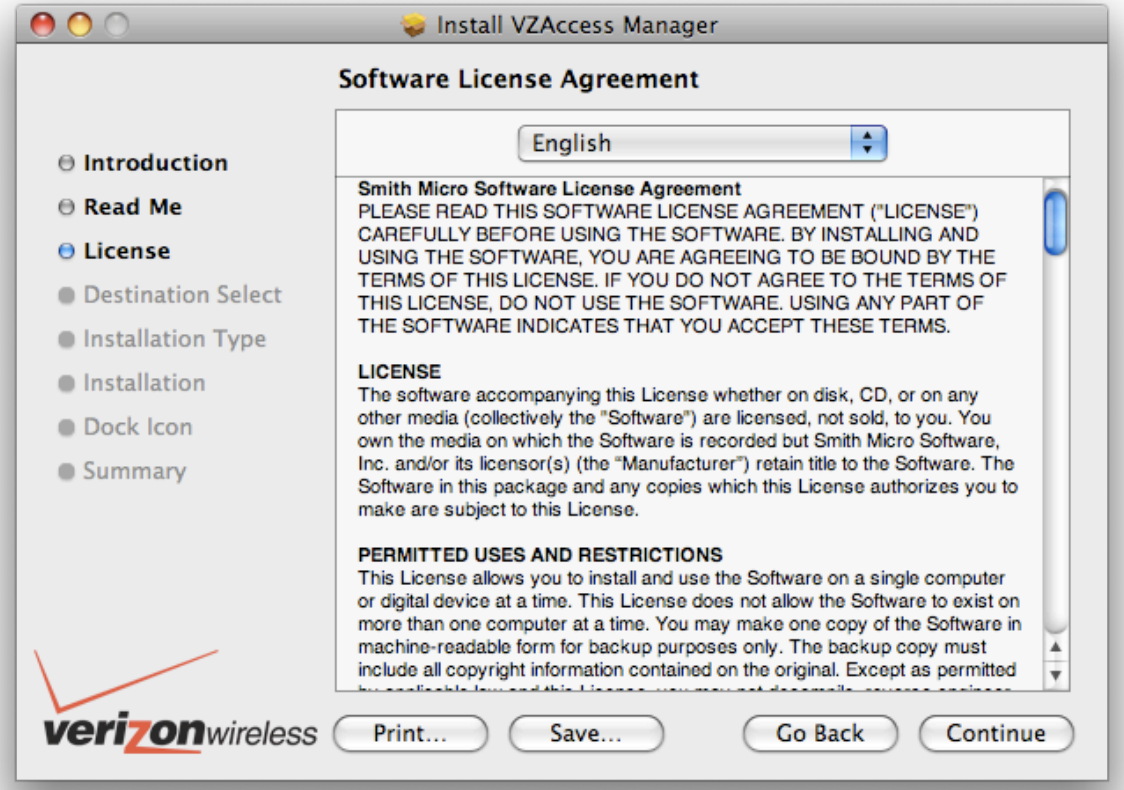
3. The VZAccess Manager Read Me

In this step, you will be presented with important information, such as system requirements, notes about the installation process, and other useful information. After reading this information, click **Continue** to proceed. You can also click the **Print** button to print this information or click **Save** to save this information to a file on your hard drive.

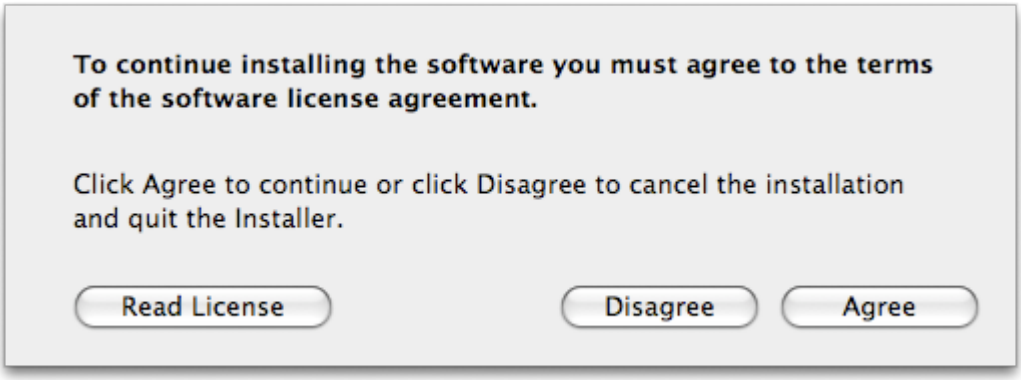


4. Software License Agreement

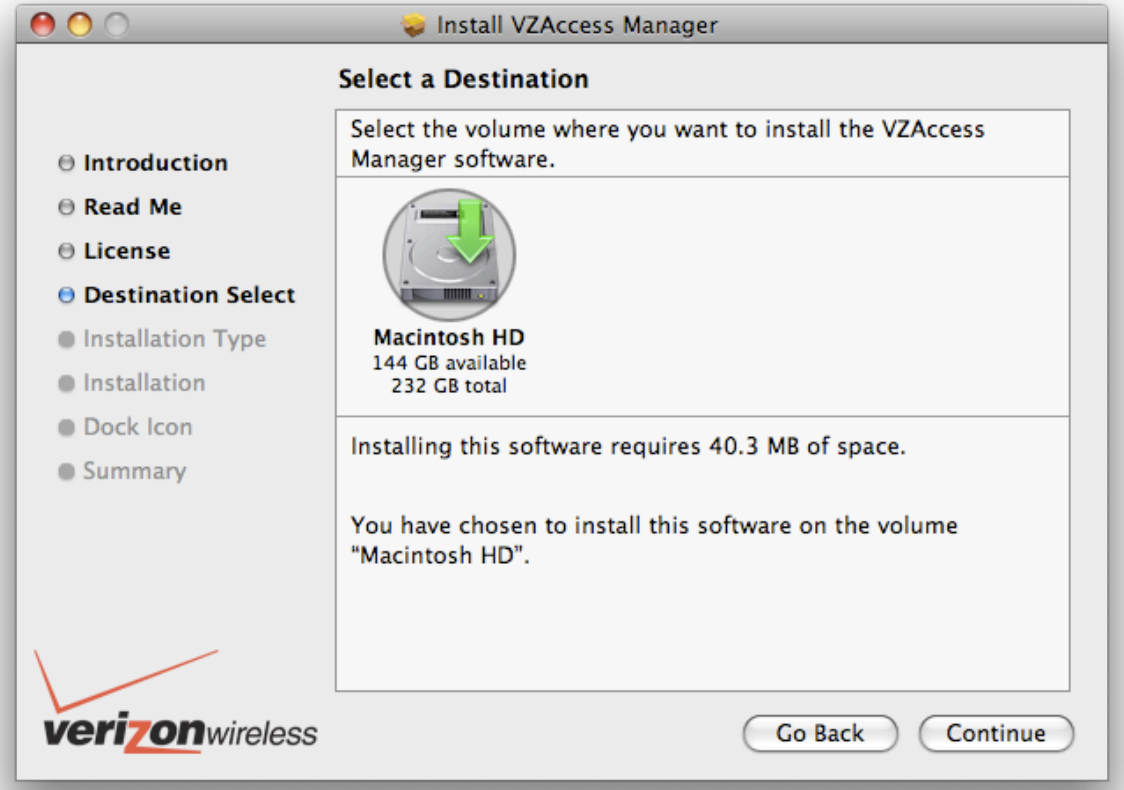
In this step, you are presented with the Software License Agreement. Please read the entire agreement. Click **Continue** when you're finished reading the agreement.


Install VZAccess Manager
Software License Agreement
Introduction
Read Me
License
Destination Select
Installation Type
Installation
Dock Icon
Summary
English
Smith Micro Software License Agreement
PLEASE READ THIS SOFTWARE LICENSE AGREEMENT ("LICENSE") CAREFULLY BEFORE USING THE SOFTWARE. BY INSTALLING AND USING THE SOFTWARE, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS LICENSE. IF YOU DO NOT AGREE TO THE TERMS OF THIS LICENSE, DO NOT USE THE SOFTWARE. USING ANY PART OF THE SOFTWARE INDICATES THAT YOU ACCEPT THESE TERMS.
LICENSE
The software accompanying this License whether on disk, CD, or on any other media (collectively the "Software") are licensed, not sold, to you. You own the media on which the Software is recorded but Smith Micro Software, Inc. and/or its licensor(s) (the "Manufacturer") retain title to the Software. The Software in this package and any copies which this License authorizes you to make are subject to this License.
PERMITTED USES AND RESTRICTIONS
This License allows you to install and use the Software on a single computer or digital device at a time. This License does not allow the Software to exist on more than one computer at a time. You may make one copy of the Software in machine-readable form for backup purposes only. The backup copy must include all copyright information contained on the original. Except as permitted
verizonwireless
Print...
Save...
Go Back
Continue

5. In this step you are asked if you **Agree** or **Disagree** with the terms of the agreement. The following screen will appear. Click **Agree** if you agree with the terms of the agreement or **Disagree** if you disagree with the terms of the agreement. If you click Disagree the installation will terminate. If you clicked Agree proceed to the next step.


To continue installing the software you must agree to the terms of the software license agreement.
Click Agree to continue or click Disagree to cancel the installation and quit the Installer.
Read License
Disagree
Agree

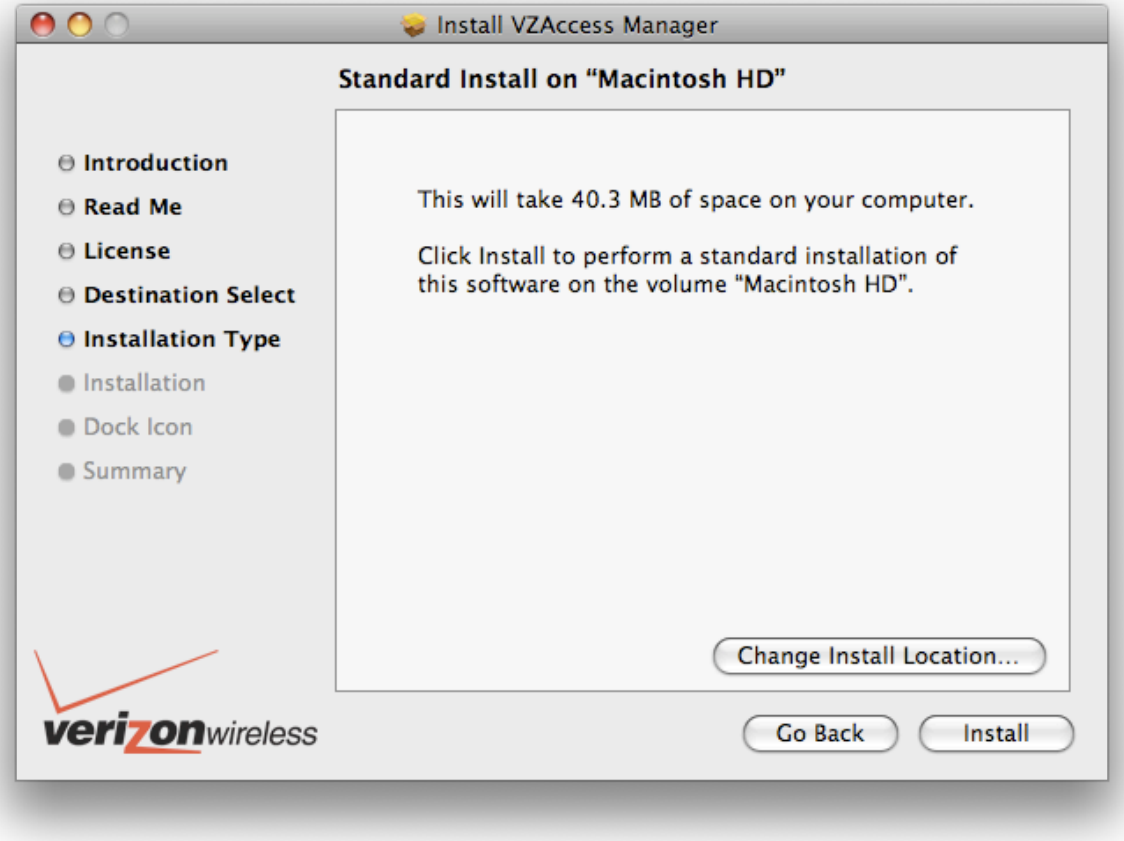
6. **Select Destination**
In this step, you are asked to select the target Mac OS X volume for installation. Click on the Mac OS X volume where you want to install VZAccess Manager. If you have only one Mac OS X volume it will be selected automatically. Click **Continue** to proceed.



Note: *VZAccess Manager can only be installed on a Mac OS X volume that is running OS X 10.4.0 or greater. You will see an error message if you select a volume that does not meet this requirement.*

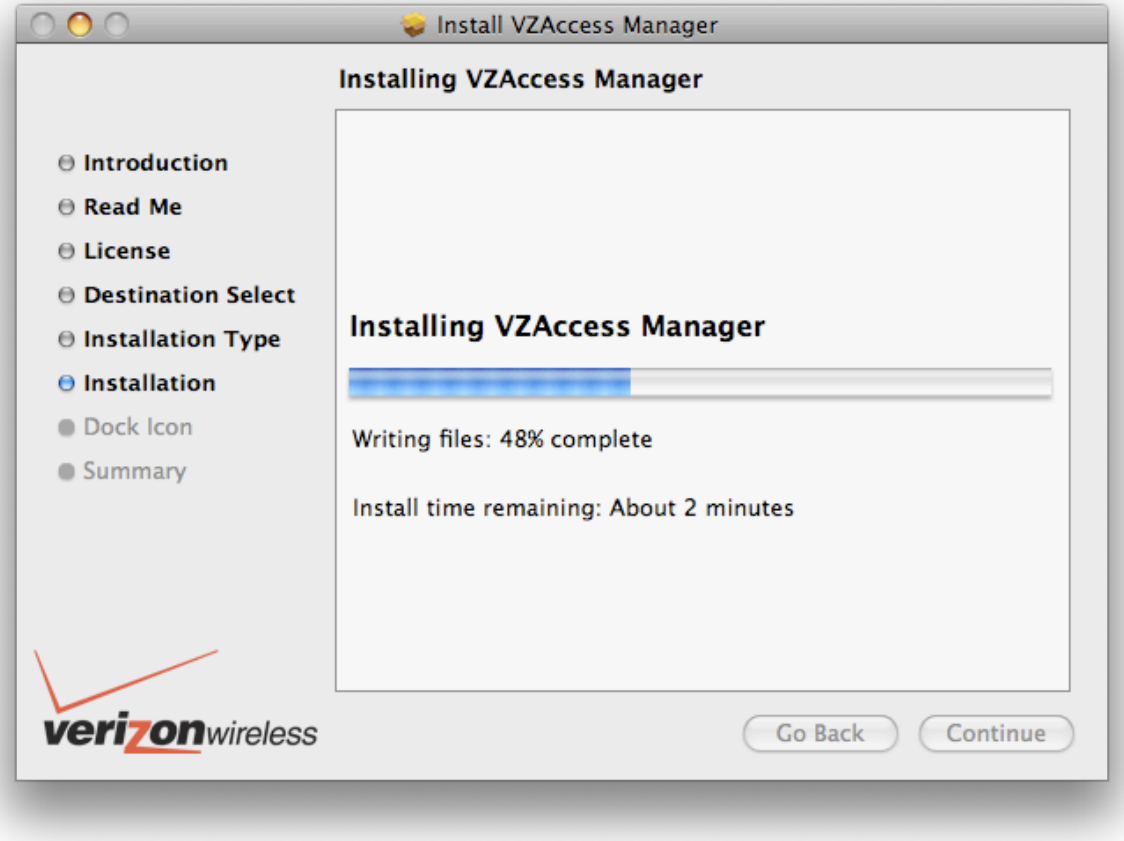
7. Installation Type

The only installation type available for VZAccess Manager is **Standard Install**. This is selected by default. Click **Install** to begin installing to your volume.



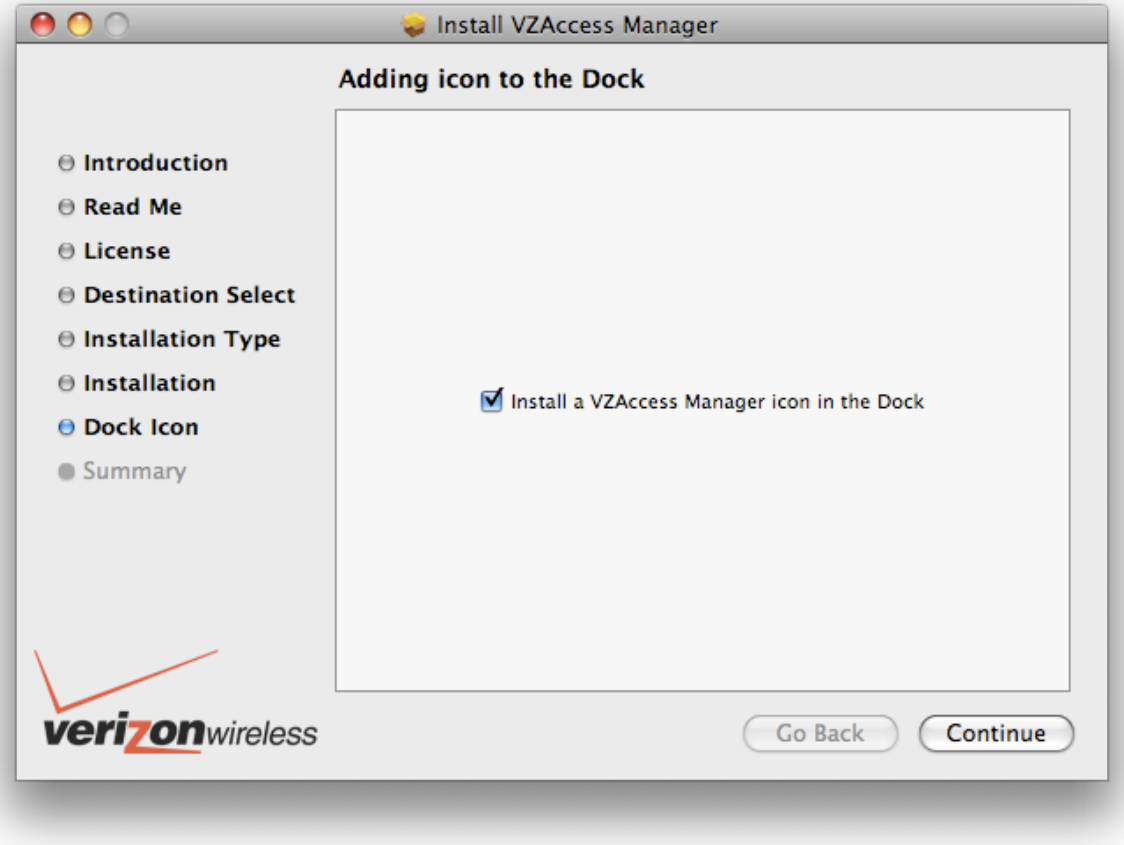
8. Installing

During this step, the files and components that make up the VZAccess Manager product are installed to the appropriate locations on your Mac OS X volume. It is recommended that you do not stop the installation process during this step. Stopping the installer could result in an incomplete install of the VZAccess Manager product as well as cause serious damage to your operating system. Click **Continue** when writing files is complete.



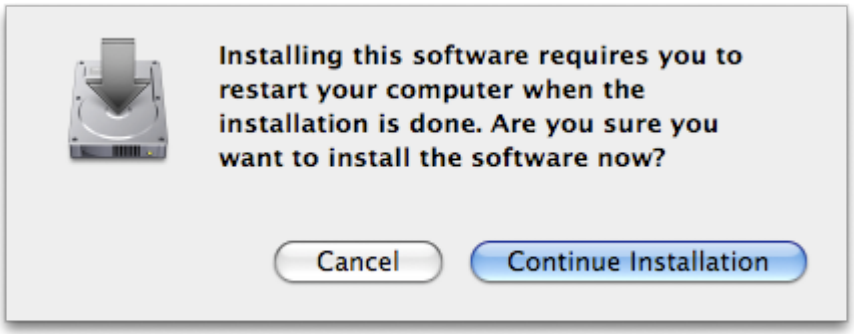
9. Dock Icon

The next screen allows you to configure VZAccess Manager to install an icon that will appear in the Doc of your Mac computer each time you run the application. Check the box, **Install a VZAccess Manager icon in the Dock,** if you want to have a Doc icon installed. Then click **Continue**.



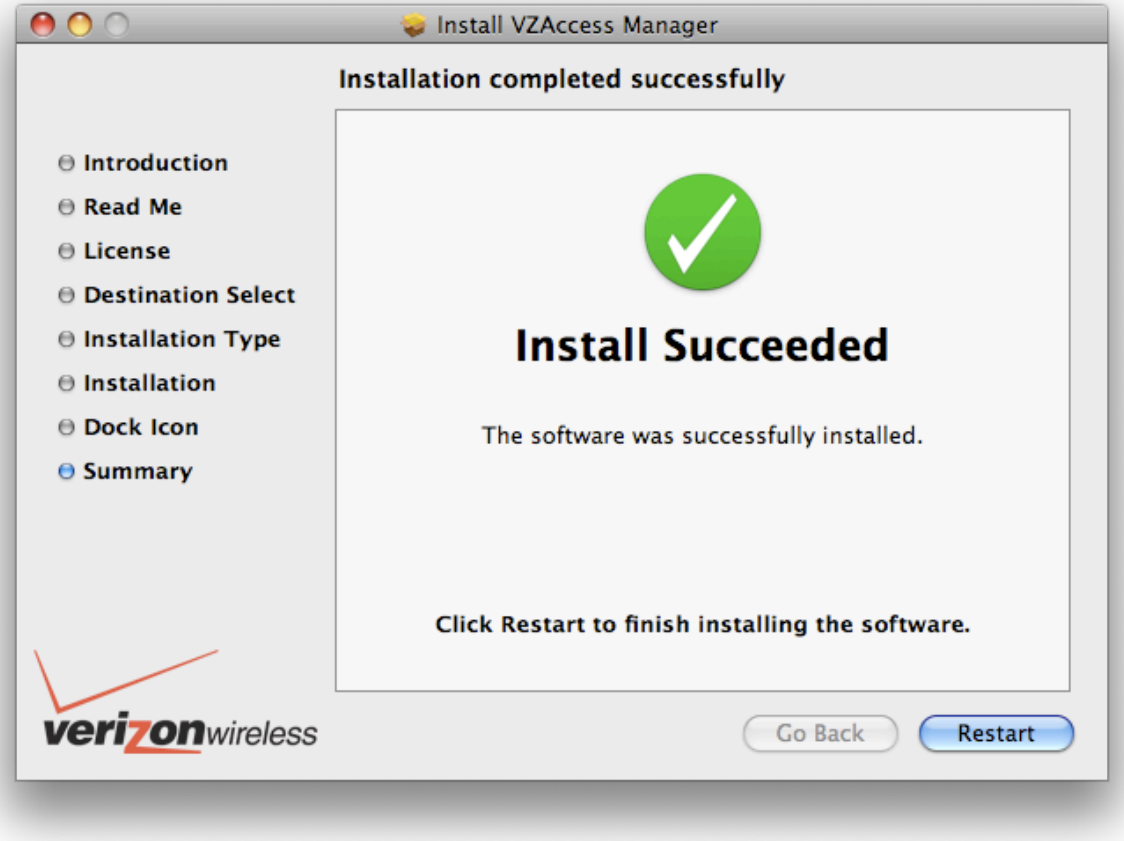
10. Restart Warning

When the installation is complete, a warning message will appear stating that a restart is needed. Click **Continue Installation** to proceed to the next screen.


Installing this software requires you to restart your computer when the installation is done. Are you sure you want to install the software now?
Cancel
Continue Installation

11. Installation Summary / Restart

When the installation has completed, the **Summary** screen will appear. Click **Restart** to restart your computer and finish the installation.



When your computer has restarted, you are ready to begin using VZAccess Manager. To begin, navigate to the **Applications folder** on the root of your hard drive and **double-click the VZAccess Manager application** or click the **VZAccess Manager icon** in the **Dock** (if you selected that option during the installation.)

Uninstalling VZAccess Manager

To uninstall VZAccess Manager follow these steps:

1. Select **Uninstall VZAccess Manager** from the VZAccess Manager menu. The uninstall dialog will appear.
2. Click **Proceed** to continue uninstalling VZAccess Manager. This will remove all components of VZAccess Manager. This cannot be undone. In order to use VZAccess Manager you will have to reinstall from your original Dish Image or CD. The VZAccess Manager device drivers will remain active until you restart.
3. You will be asked to type your password. Enter your **password** in the password box and click **OK**.
4. The **Uninstall Log** window will appear showing the tasks that were completed.
5. Click **OK**.

Chapter 3 Getting Started

The Getting Started section provides an overview of the VZAccess Manager's user interface screens, wireless network connectivity usage and setup.

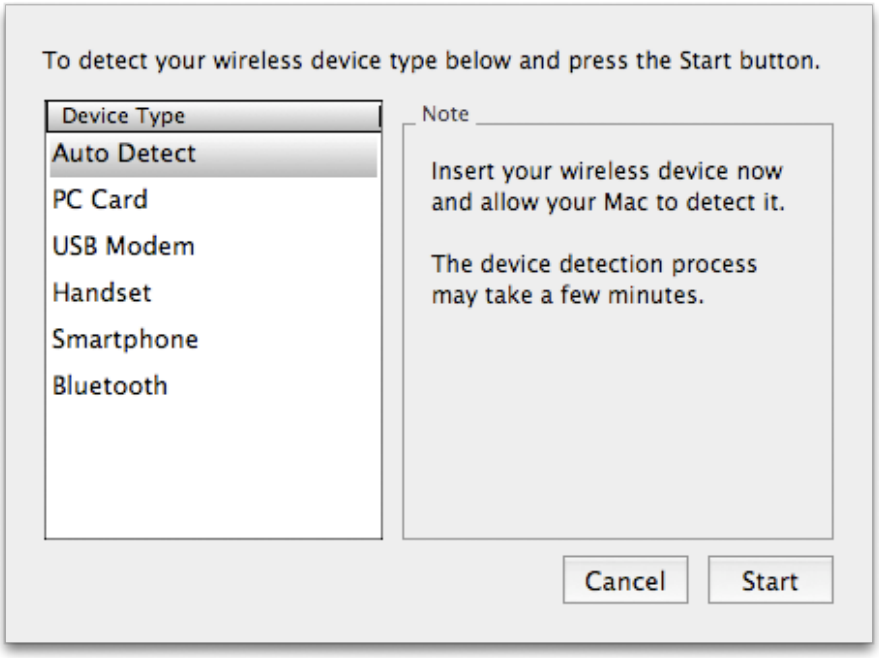
- Launching VZAccess Manager (see page 22)
- WWAN Device Detection (see page 22)
- Detecting a Wireless Device via Bluetooth (see page 23)
- WWAN Activation (see page 24)
- Global WWAN Devices (see page 25)
- Mobile Operator Partner Selection (see page 28)

Launching VZAccess Manager

- Double-click the **VZAccess Manager** icon in the Dock on your Mac computer, or
- Open the **Finder** application, then Select **Go > Applications > VZAccess Manager.app**

WWAN Device Detection

VZAccess Manager will automatically guide you through the process of detecting your WWAN device. Should you wish to re-detect a WWAN device, click the **Detect Device** button in the main "Networks" view, or select **Detect Device** in the Options menu.



Detecting a Wireless Device via Bluetooth

VZAccess Manager supports the use of a Bluetooth-capable mobile phone as an external WWAN modem for your computer. Please refer to your Bluetooth device documentation to ensure that your Bluetooth device is installed correctly.

Once your device is successfully paired with your computer, you can run the Device Detection wizard (shown below). Select **Bluetooth** and **Start**.

WWAN Activation for 3G Devices

Your device must be activated before it can be used on the VerizonWireless Network.

1. Following installation of the VZAccess Manager application, launch VZAccess Manager and click the **Connect WWAN** button. The application will automatically detect whether the device is activated.

   If your device has not yet been activated, but you have already signed up for service (for example, by calling Verizon), the device will initiate automatic activation. When automatic activation is finished, it's ready to connect (no need to follow the remaining steps in this procedure).

   If your device has not yet been activated and you have not yet signed up for service, you will be directed to a Verizon Wireless website to sign up. Proceed to step 2.

2. You will be presented with a choice of either activating a long term contract or signing up for prepaid service (which allows you to purchase a day, a week or a month of prepaid service without committing to a long term contract).

   Select your **activation preference** and follow the instructions online to complete the order.

3. Once your account is set up on the Verizon Wireless website, and you wish to begin using the service, click **Connect WWAN** again (or simply double-click the network name).

Note: *Online activation is not supported on all WWAN devices.*

Note: *If you are outside the Broadband Services Rate and Coverage Area, or cannot complete the activation online, you will be presented with a phone number to call for assistance and completion of your order.*

Purchasing Additional Time for Prepaid Access for 3G Devices

Once the term of prepaid service has expired, you will be returned to the Verizon Wireless activation site the next time you attempt to access the network. The same activation options that appeared when you first signed up will be presented.

If you wish to extend the period of your pre-paid service or sign up for a long term contract before your period of pre-paid service has expired, click the **Get Access** button to return to the Verizon Wireless activation site. An Internet connection is required.

Note: *The **Get Access** button will not be available if you have already signed up for a long term contract, activated and connected with VZAccess Manager.*

WWAN Activation for 4G Devices

For 4G devices, a provisioned 4G UICC will self-activate when the 4G UICC/Device is inserted into a computer (in the Verizon Wireless Home, Extended or a partner Roaming network service area) without interaction with VZAccess Manager.

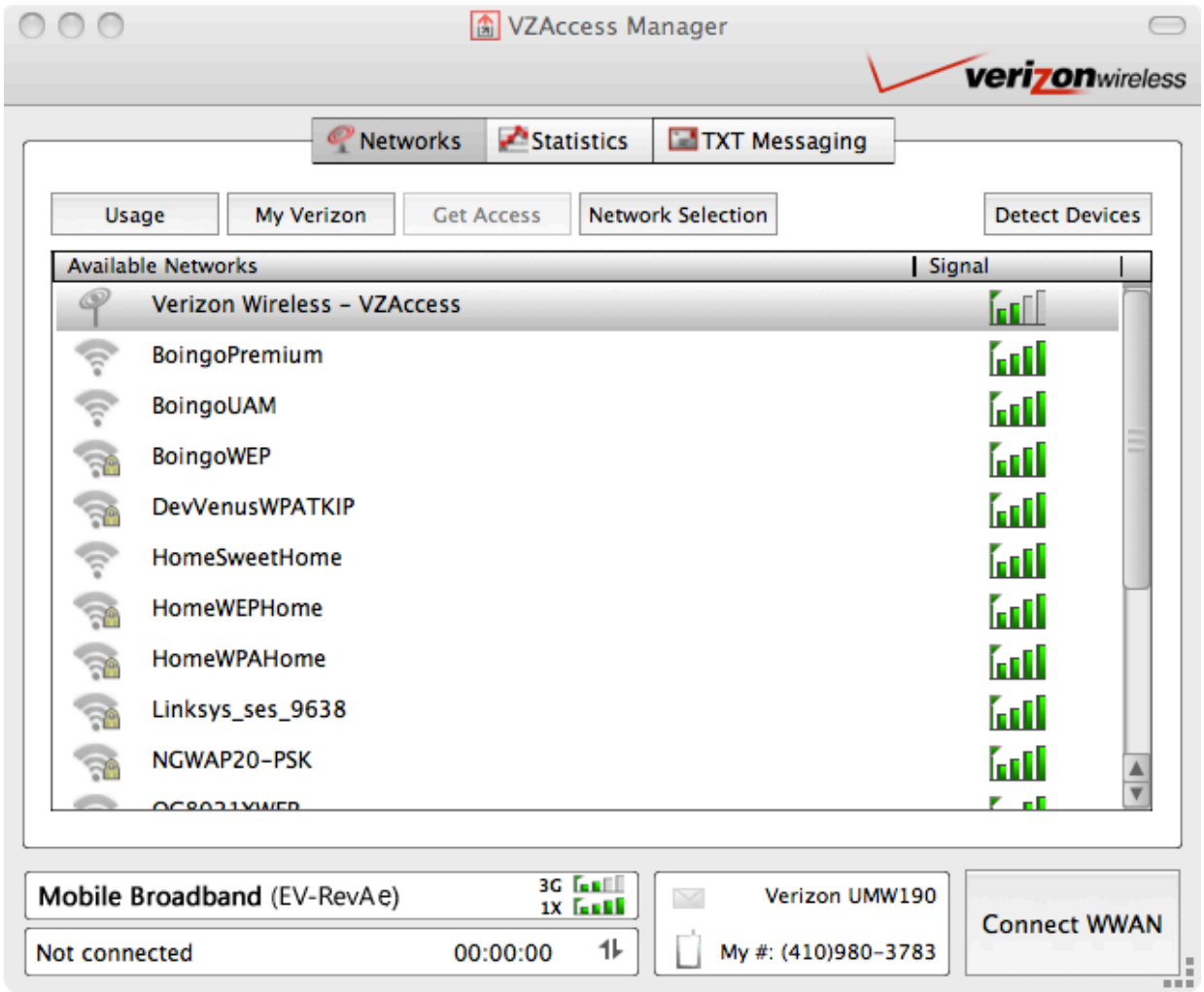
Global WWAN Devices

A number of options are available for the configuration of GSM WWAN devices.

Network Selection

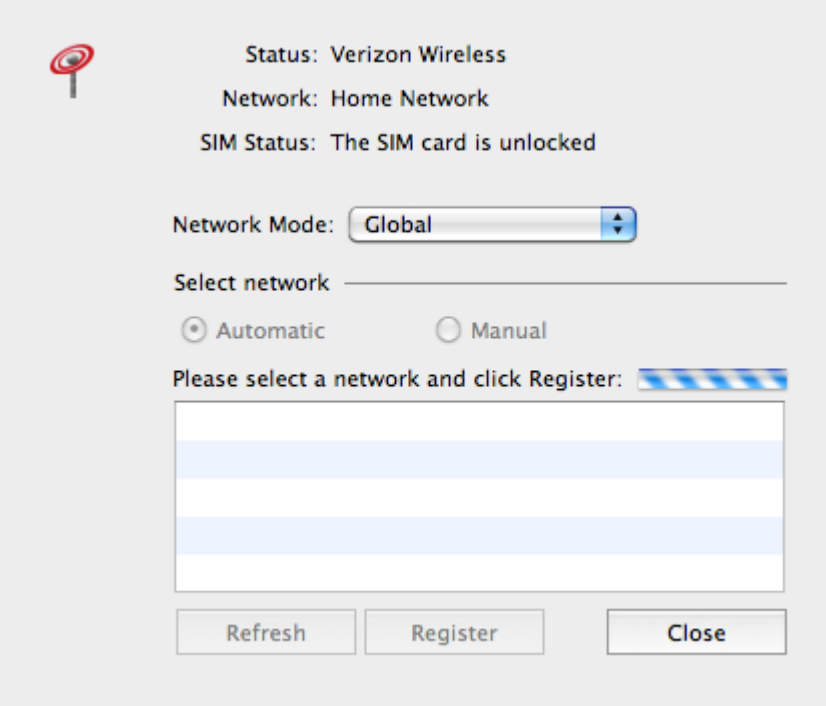
The Network Selection button appears if you are using a Verizon Wireless Global Ready device with a Verizon GlobalAccess data plan or a computer with an embedded Global WWAN device.

The Network Selection option enables you to register the GSM WWAN device with a Verizon roaming mobile operator partner in your vicinity if you have the Verizon Global Access data plan. If you are using an embedded Global WWAN device (typically pre-installed on your computer by the computer OEM) the Network Selection option enables you to select and switch between CDMA and GSM networks.



Network Selection for a Global WWAN device with a Verizon Wireless GlobalAccess Data Plan

1. Click the **Network Selection** button located at top left of the Networks tab (or select **Network Selection** in the Options menu). The Network Selection window appears.



2. If your Global WWAN device supports both CDMA networks (for domestic connections) and GSM networks (for international roaming), you can use the Network Mode drop-down box to switch the device from CDMA mode to GSM mode. The menu has three options:

   - **CDMA:** Switch to CDMA mode. Remain in that mode until this setting is changed.
   - **GSM:** Switch to GSM mode. Remain in that mode until this setting is changed.
   - **Global:** Automatically switch modes depending on the type of networks detected. When using certain devices, VZAccess Manager will ask you if it's okay to switch modes prior to doing so. Other devices, however, do not support this prompt and will simply change modes without asking.

Note: *If your Global WWAN device supports GSM mode only, you will only see the GSM option here.*

3. From the **Network Selection** drop-down box, choose either "Automatic" or "Manual."

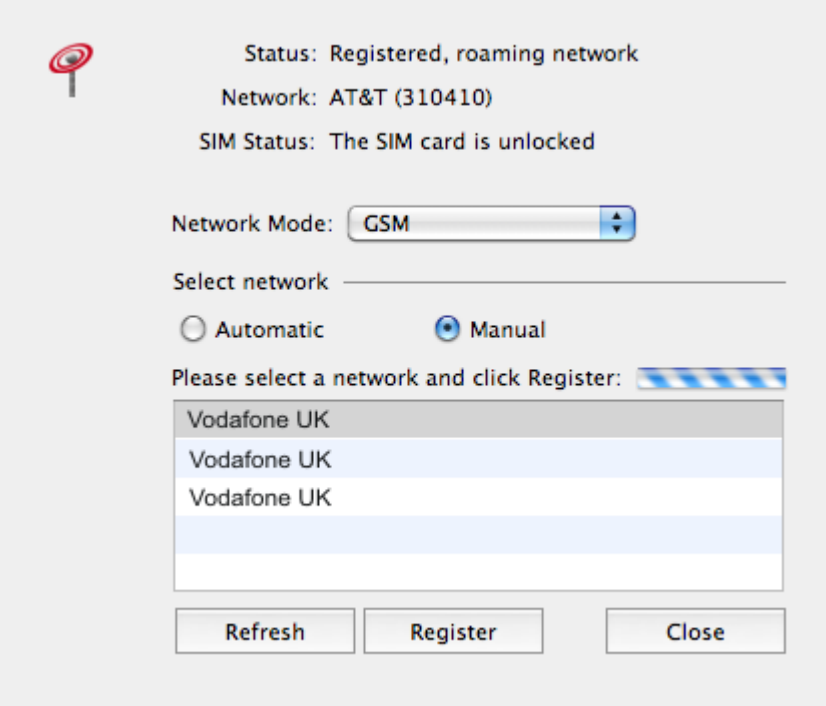
   - **Automatic:** The WWAN device will automatically determine the appropriate roaming mobile operator partner network to connect to.
   - **Manual:** Allows you to select a roaming network from the list displayed below.

4. Click the **Register** button to start the registration process.

Mobile Operator Partner Selection

VZAccess Manager supports Verizon Wireless and Vodafone SIM cards. If you are using an embedded Global WWAN device in GSM mode, or if you have inserted a supported external GSM WWAN device, VZAccess Manager will automatically detect the mobile operator that the SIM card belongs to and will setup the network connections for that mobile operator accordingly. You can also manually select by country the mobile operator that the SIM card belongs to.

To reach the GSM mobile operator partner choices, select **Mobile Operator** from the Options menu.



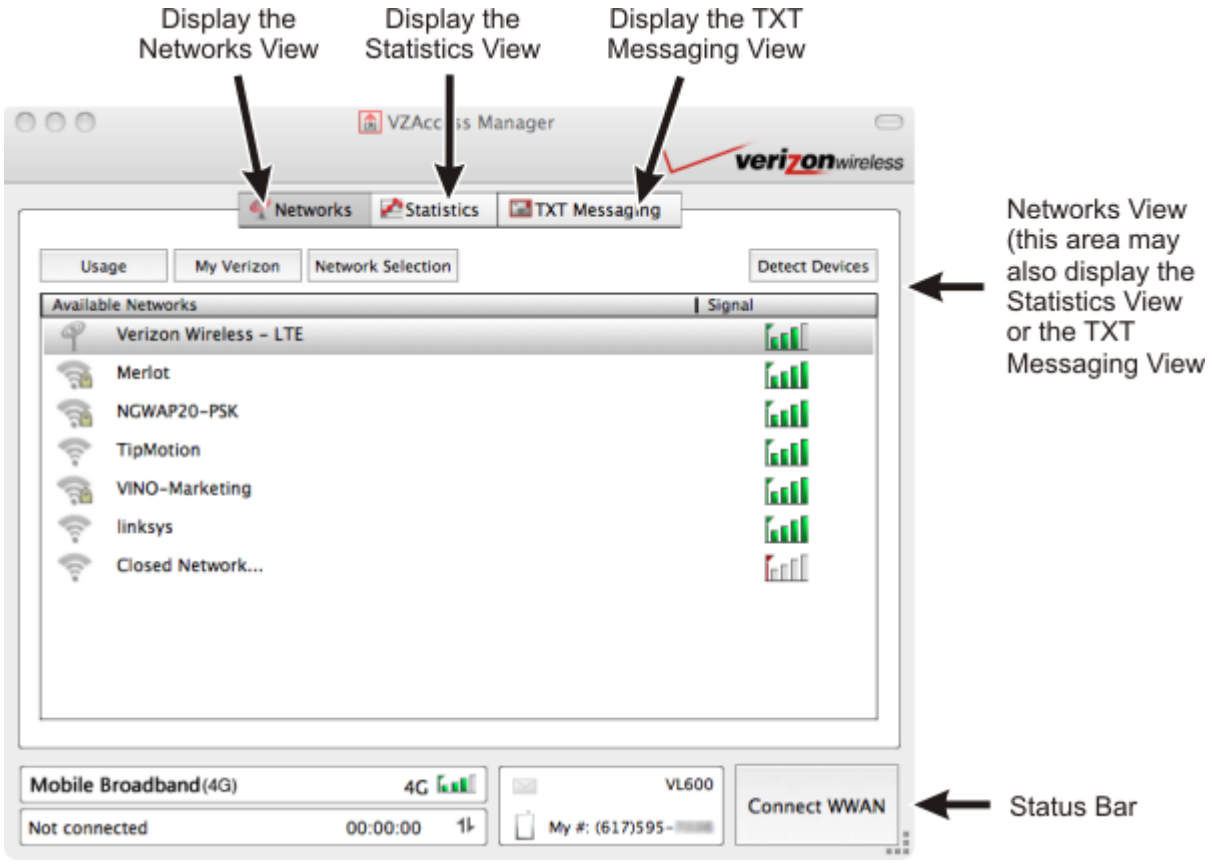
Chapter 4 The VZAccess Manager Interface

The VZAccess Manager interface has been designed to give you quick access to available networks, statistics, and usage history.

- The Button Bar (see page 31)
- Networks View (see page 31)
- Statistics View (see page 38)
- Data Usage (see page 40)
- The VZAccess Manager Menu Bar Item (see page 46)
- The About Box (see page 49)

Items in the Main Window

By default, the Networks View (shown below) will be displayed. Use the buttons at the top of the interface to switch to the Statistics View or the TXT Messaging View.



The Status Bar at the bottom of the interface displays information about your current WWAN device and your current wireless connection (if any).

How To

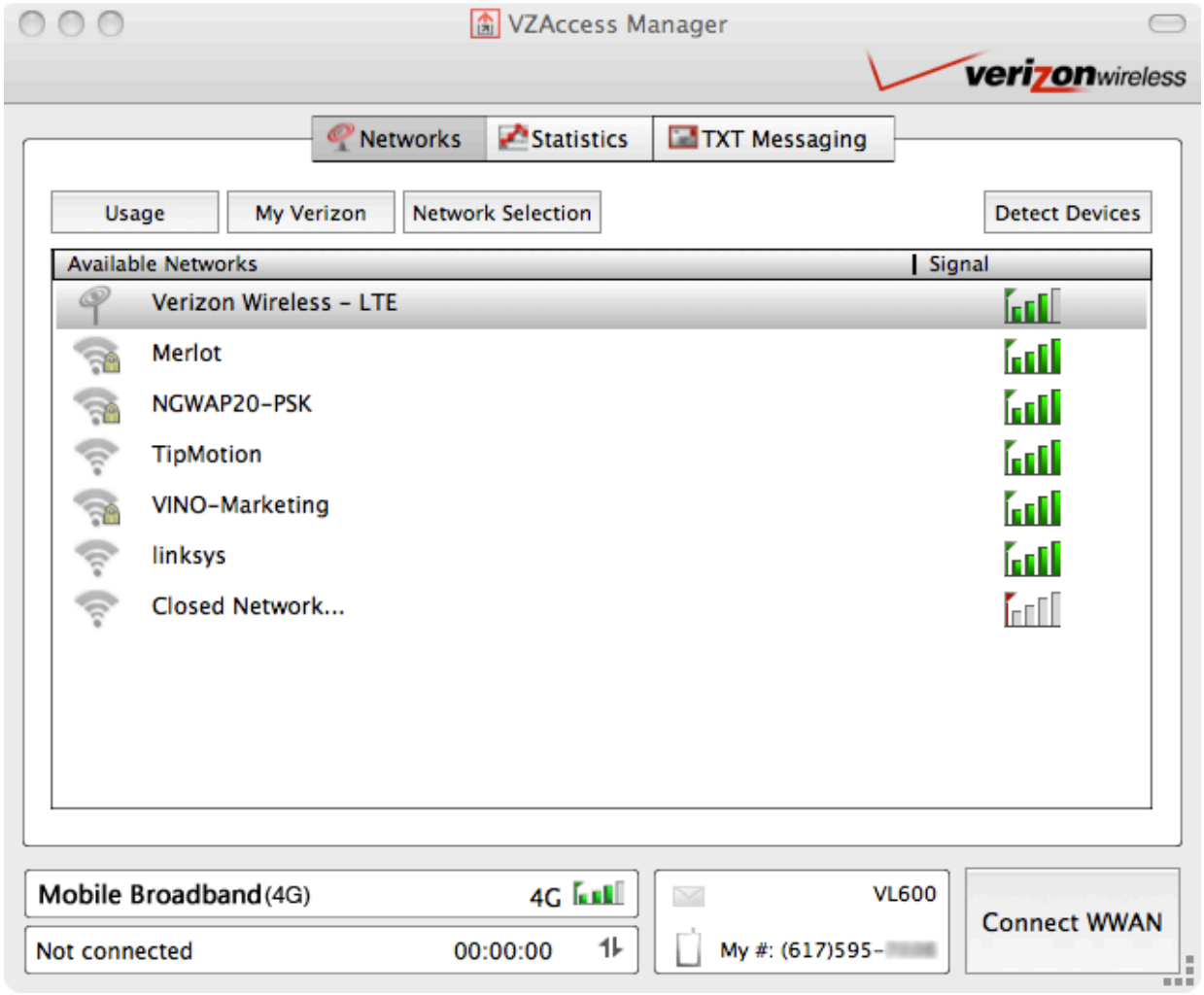
Connect to Wireless Networks (see page 36)
Use Verizon Wireless Wi-Fi Hotspots (see page 47)

Other Aspects of the User Interface

Menus (see page 50)
The VZAccess Manager Menu Bar Item (see page 46)
Minimum View (see page 45)

Networks View

The Networks View is the default view for the main window. If you have navigated to a different view, you may return by clicking the **Networks** tab at the top of the main window. The Networks View is a list of available WWAN and Wi-Fi networks. Select a network of your choice and then click the **Connect** button to establish a connection (or simply double-click the name of the network you wish to connect to).



The Button Bar

The line of buttons at the top of the Networks View provides quick access to the powerful features of the VZAccess Manager.

Usage Button

Click this button to request Data Usage (see page 40) on your Verizon Wireless account.

My Verizon Button

Click this button to visit the Verizon Wireless website where you can view your account information.

Network Selection Button

The Network Selection button appears if you are using a Verizon Wireless Global Ready device with a Verizon GlobalAccess data plan or a computer with an embedded Global WWAN device (see page 26).

Get Access Button

To purchase additional connectivity, click the **Get Access** button. You will be returned to the Verizon Wireless activation site. This is only available when you are connected through your WWAN device.

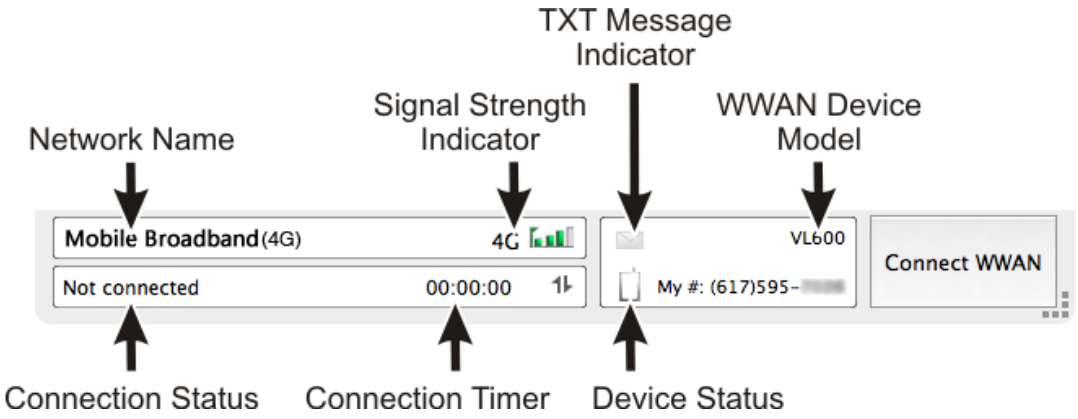
Note: *Based on configuration variations, the "Get Access" button may not appear.*

Detect Devices Button

Clicking this button forces VZAccess Manager to scan all USB and Bluetooth ports looking for available WWAN devices.

The Status Bar

The Status Bar is located at the bottom of the VZAccess Manager interface. The Status Bar is always visible when the VZAccess Manager application is running, regardless of which view is currently being used.



Network Name

The name of the network that VZAccess Manager is connected to (or is ready to connect to) appears in the upper left corner of the bar.

Roaming Status

This indicator appears to the right of the network name if you are roaming off of Verizon's network.

International Roaming

Extended Roaming Network

Signal Strength Indicator ( )

The strength of the wireless signal being received by your wireless device. For Verizon Wireless WWAN connections, there may be one or two of these:

- **4G** - indicates the strength of signal available for high speed (Mobile Broadband) connections based on the 4G-LTE protocol.

- **3G** - indicates the strength of signal available for high speed (Mobile Broadband) connections based on the EV-DO or EV-DO Rev. A protocols.

- **1X** - indicates the strength of signal available for moderate speed data connections based on the 1xRTT protocol.

Connection Status

A brief description of your connection status appears below the network name.

Connection Timer

The connection timer is displayed to the right of the Connection Status. This indicates the length of time since you established the wireless connection, in hours, minutes and seconds.

Data Transmission Indicator ( )

A red arrow indicates that data is being transmitted in the direction indicated. Hover over this indicator to view the total amount of data transmitted since the connection was established.

TXT Message Indicator

This indicates whether you have new (unread) TXT Messages.

No new messages

New messages

WWAN Device Model

The name of the WWAN device being used appears to the right of the TXT Message Indicator.

Device Status

Device not inserted

Device not available

Device locked

Device idle (ready)

My #

The device phone number is displayed to the right of the Device Status indicator. The phone number will not be displayed if the device has not been activated by Verizon Wireless.

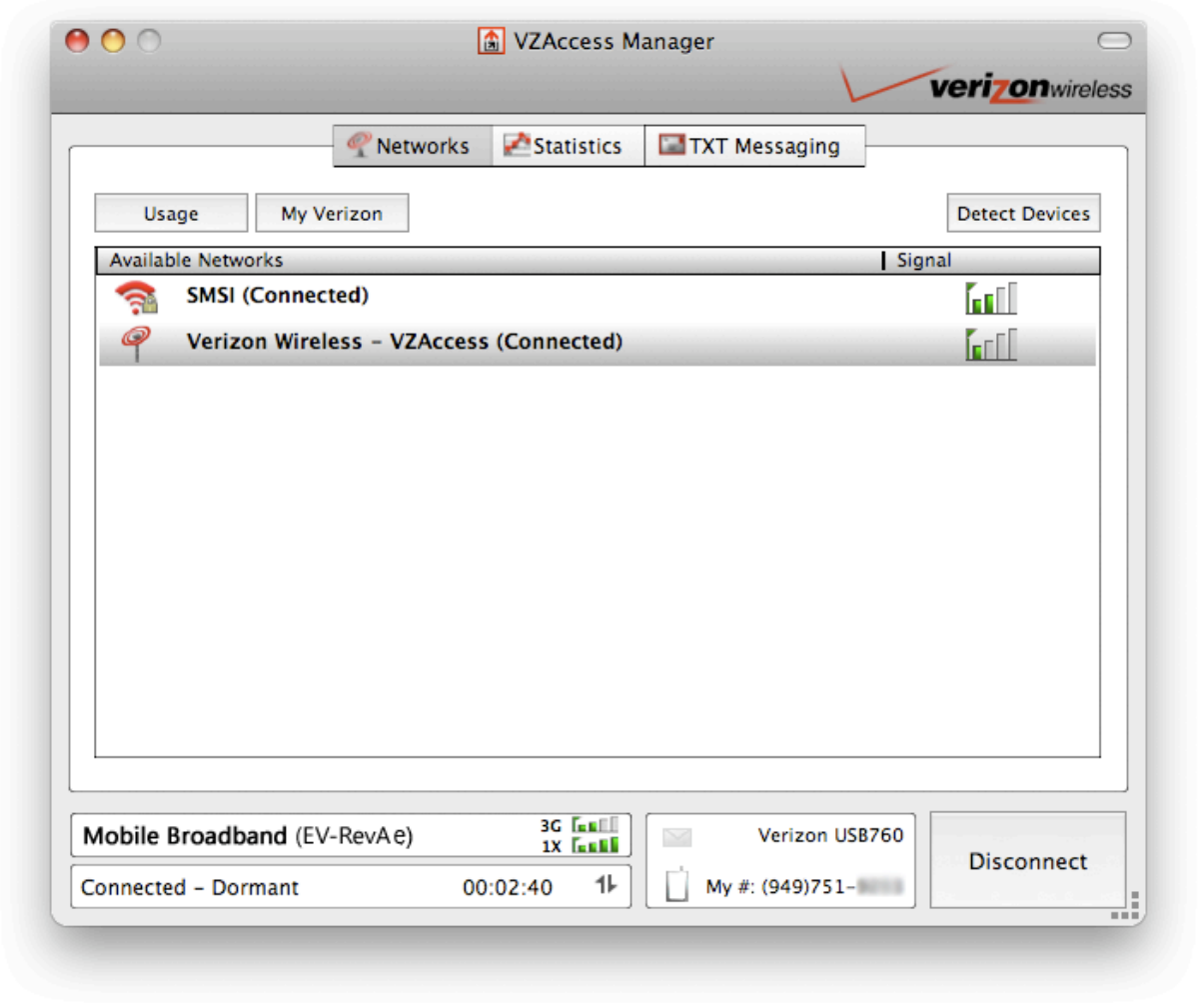
Connecting to Wireless Networks

The Networks View (see page 31) is where you manage your wireless network connection(s). Once your Wi-Fi or WWAN device is properly connected and configured, connecting to the Internet is as simple as selecting the network connection type shown in the list and clicking the **Connect Wi-Fi** or **Connect WWAN** button. Once connected, the Connect button name will change to display **Disconnect**.

1. Connect your wireless device to your Mac and verify that it is powered on.
2. Launch VZAccess Manager (if not already running) by double-clicking the **VZAccess Manager** icon in the Dock or in your Applications folder.
3. Select **Verizon Wireless - VZAccess** or a Wi-Fi network and then click the **Connect** button.
4. Some Verizon Wireless devices feature "QuickAccess", allowing you to purchase connectivity on a Prepay basis. If you wish to purchase connectivity via QuickAccess, follow these steps:
    - The application will automatically detect whether activation is required for your device. If you are outside the Mobile Broadband service area, or cannot complete the activation online, you will be presented with a phone number to call for assistance and to complete your order.
    - If your device is not yet set up with an active Internet access plan, a browser window will open and you will be directed to a Verizon Wireless website to set up an account. You will be presented with options to activate a two-year contract or to sign up for Prepay service (no commitment required). Select your activation preference and follow the online screens to complete the order.
    - **Important**: Once your account is set up on the Verizon Wireless website, please click the **Quit** button to ensure your account is set up properly. If you wish to begin using the service please wait approximately 10 minutes for the account to be validated, then click **Connect** again (or simply double-click the network name).
    - To purchase additional connectivity, click the **Get Access** button. You will be returned to the Verizon Wireless activation site.
5. At this point you can launch your web browser and connect to any public web site.

The first time you connect with the Mobile Broadband connection or a Wi-Fi connection, a connectivity warning message will appear. You have the option to suppress these warning messages when they are displayed.

Once a wireless network connection has been established the Status Bar at the bottom of the VZAccess Manager interface will display information regarding the current connection. Click here for more information on the Status Bar. You can also click the Statistics button in the button bar to see connectivity and throughput information regarding the current connection. For more information on the Statistics view, see page 38.



Note: *It is possible to have multiple simultaneous connections if your Mac contains an Apple Airport card. Also note that with certain Wi-Fi adapters the signal strength for Wi-Fi networks is not accurate until you connect to the network.*

You can also connect to the wireless network Using VZAccess Manager menu. The VZAccess Manager menu item is displayed in the menu bar of Mac OS X. For information about the VZAccess Manager menu, see page 50.

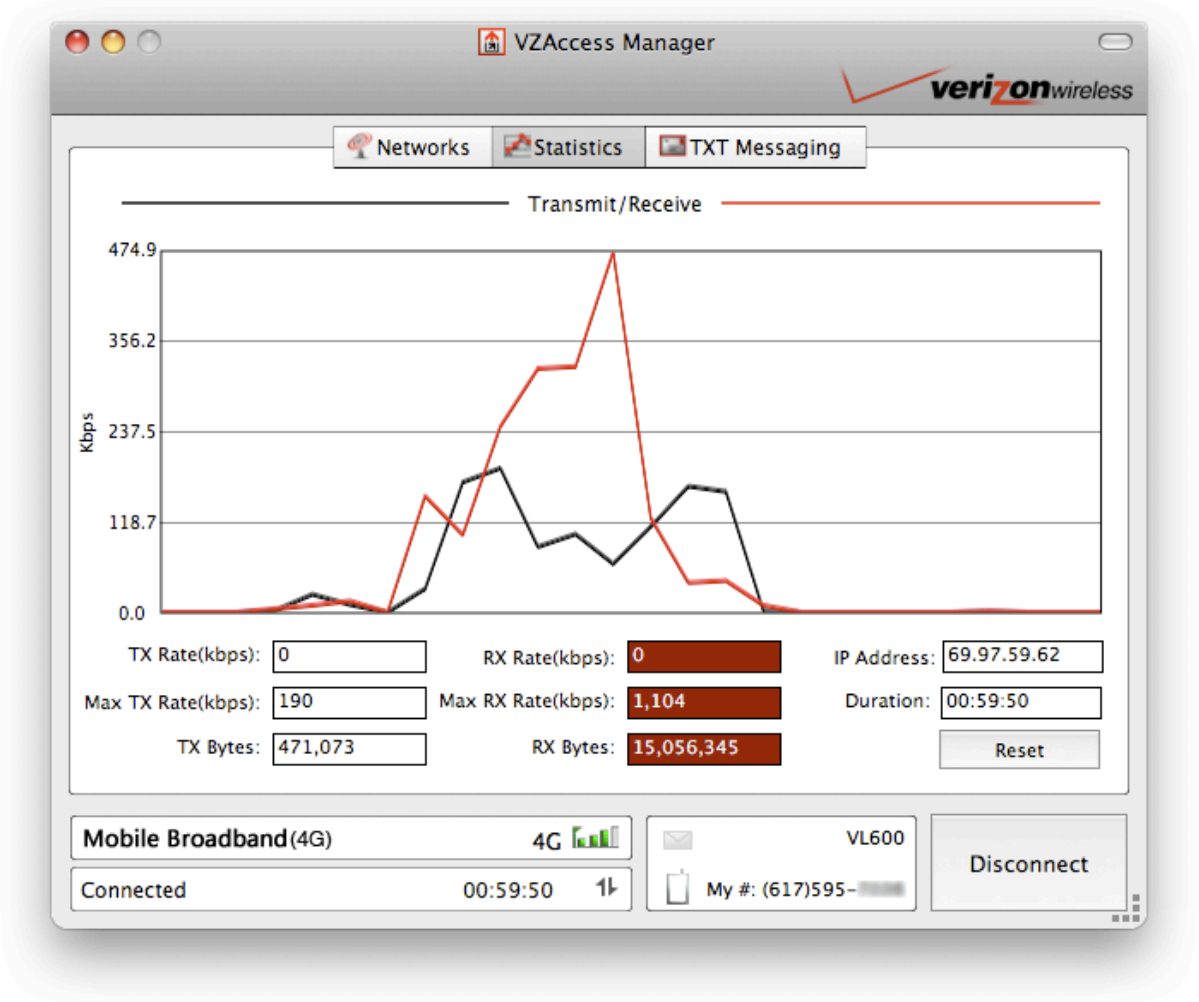
To disconnect from a wireless network simply click the network name in the list, then click the **Disconnect** button. Once your current wireless network connection has been terminated the **Disconnect** button name will change to display **Connect**.

Dormancy

Mobile Broadband data sessions become dormant if you are not sending or receiving any data. As soon as you resume sending or receiving data, the data session will return to an active state.

Statistics View

The Statistics View shows you the speed and throughput statistics for your current WWAN or Wi-Fi network connection.



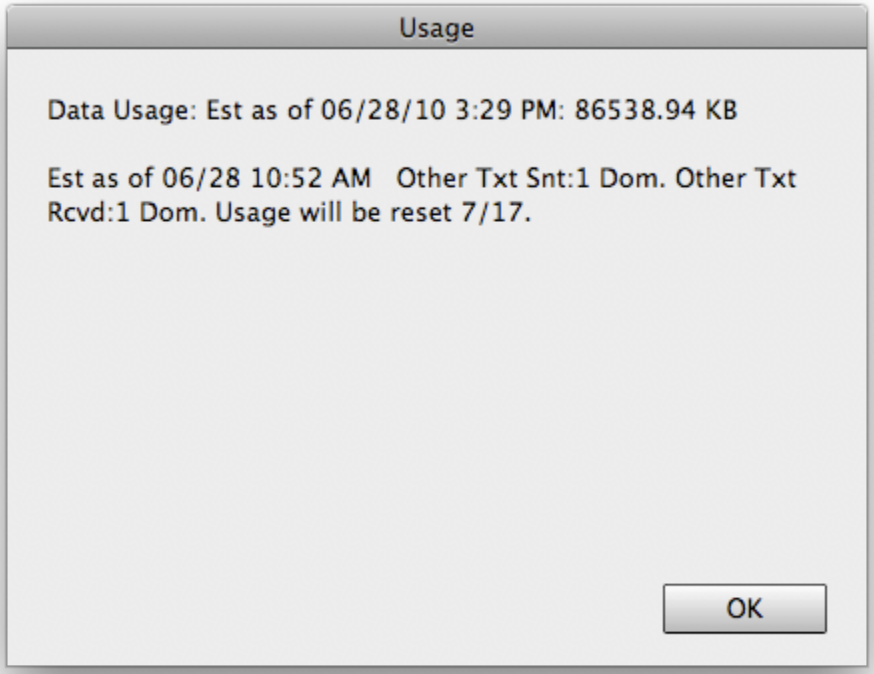
Transmit/Receive information about the current connection:

- TX Rate(kbps) - The transmit data rate.
- RX Rate(kbps) - The receive data rate.
- Max TX Rate(kbps) - The maximum transmit data rate.
- Max RX Rate(kbps) - The maximum receive data rate.
- Duration - The amount of time you have been connected.
- IP address - Your Mac's current IP address.

- TX Bytes- The number of bytes you have sent since the connection began.
- RX Bytes - The number of bytes you have received since the connection began.

Data Usage

The Usage option will display the current usage data for your Verizon Wireless account. To access your Data Usage click on the **Usage** button in the Networks view or select **Usage** from the Tools menu. A pop-up window will appear and you will also receive an SMS text message in the Text Messaging view.


Usage
Data Usage: Est as of 06/28/10 3:29 PM: 86538.94 KB
Est as of 06/28 10:52 AM Other Txt Snt:1 Dom. Other Txt Rcvd:1 Dom. Usage will be reset 7/17.
OK

Data Usage Text Messages

You will also receive two text messages. One message will be a Data Usage estimate and the other will indicate send and received message information and the reset date for billing purposes. To view these messages select the TXT Messaging view. Examples are shown below:

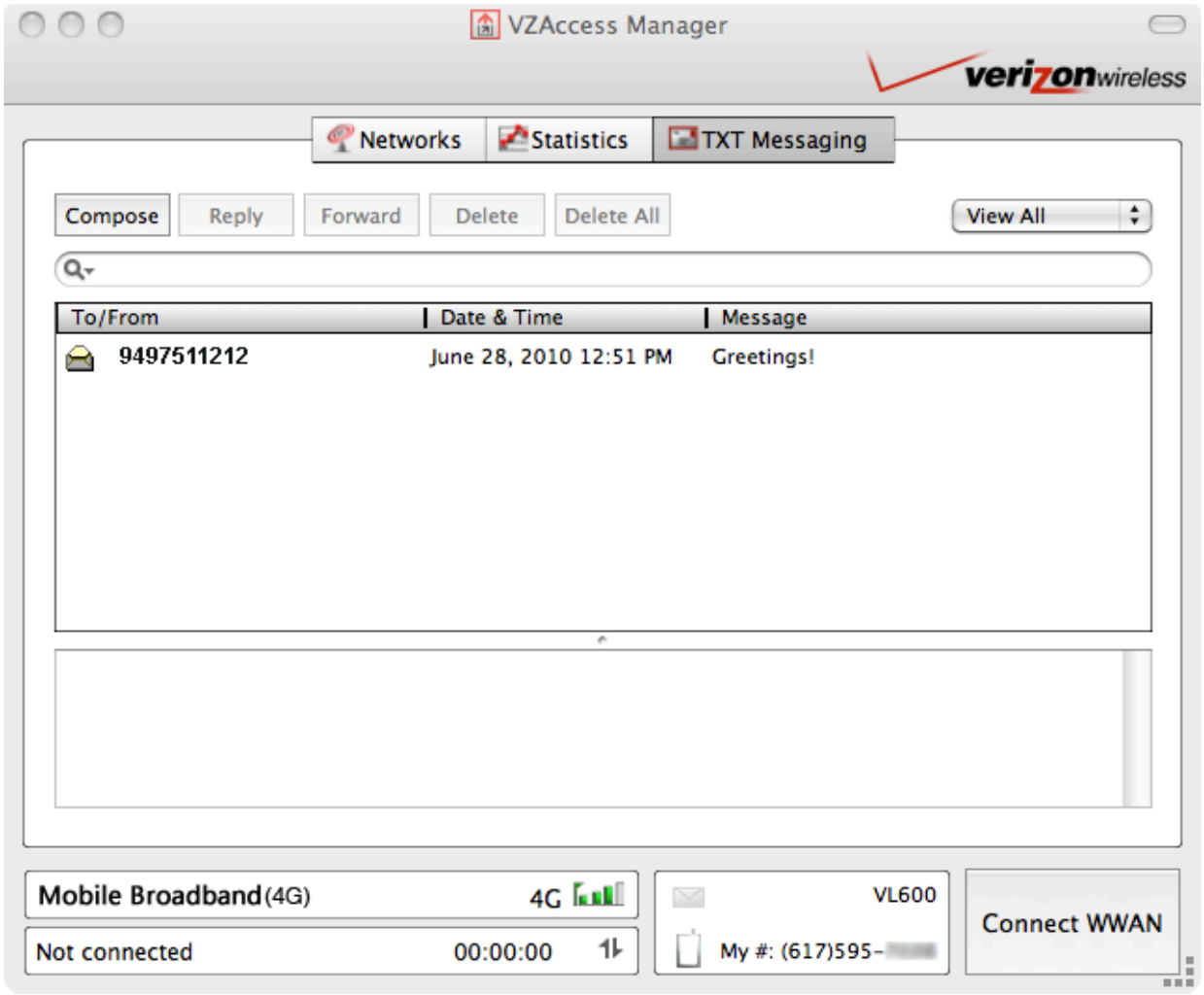
- Data Usage: Est as of 06/28/10 3:29 PM: 86538.94 KB
- Est as of 06/28 10:52 AM Other Txt Snt:1 Dom. Other Txt Rcvd:1 Dom. Usage will be reset 7/17.

	Note: *Checking Usage when not connected requires SMS capability. To verify that SMS is enabled on your account please call Verizon Wireless customer service at 1-800-922-0204.*

TXT Messaging View

TXT Messaging View is displayed when you click the **TXT Messaging** tab at the top of the main window. If your wireless device supports text messaging (SMS), the TXT Messaging View allows you to send and receive SMS messages.

Note: *VZAccess Manager will not display the TXT Messaging view if the device does not support SMS messages or does not provide VZAccess Manager the ability to send or receive messages.*



Receiving TXT Messages

All of your TXT messages will appear in the list at the top of the TXT messaging view. By default, all sent and received messages will appear.

- To view only certain messages, click the **View All** dropdown and select **View Sent** or **View Received**.

- If a new message arrives while this view is displayed, the message will automatically appear in the list formatted in bold.
- To view a long TXT message, select the message in the list view. The details of the message will appear below the list.
- If a new message arrives while this view is NOT displayed, a TXT icon will appear in the status bar showing that new messages are available. There are also TXT messaging preference options, such as automatically switching the application's focus to the TXT Messaging View when new messages arrive and enabling an audible alert whenever a new TXT message arrives.
- To reply to an inbound message, select the message and click **Reply**. The phone number of the sender will be populated in the send area below. Enter your new message and click **Send** to send the message.
- To forward an inbound message, select the message and click **Forward**. The message will be populated in the send area below prefixed with a "FW:." Click the **Send** button to send the message.

Sending TXT Messages

1. Click **Compose**.
2. Specify the message addressee by doing one of the following:
   - To send a TXT message to one or more Verizon Wireless subscribers, enter their 10-digit mobile numbers separated by semi-colons in the **To...** field. (Ex: 8885551212; 1234567890). If you use commas, the application will automatically replace them with semi-colons.
   - Alternately, click **To...** to open or select the address book. Windows and Outlook address books are supported. Messages will be sent to the contact's mobile phone number or email address.
3. Type the desired message in the message field. As you type, the character counter counts from 0 up to a maximum of 160 characters.
4. Click **Send**.

Note: *While using a wireless device designed for use outside the U.S., to send a text message to:*

- *a US-based wireless number, enter: +, 1, then the wireless number.*
- *a wireless number outside the US, enter: +, 011, the country code, then the wireless number.*

Users can dial either a "+" or the specific exit code prefix required to dial out of your current country)

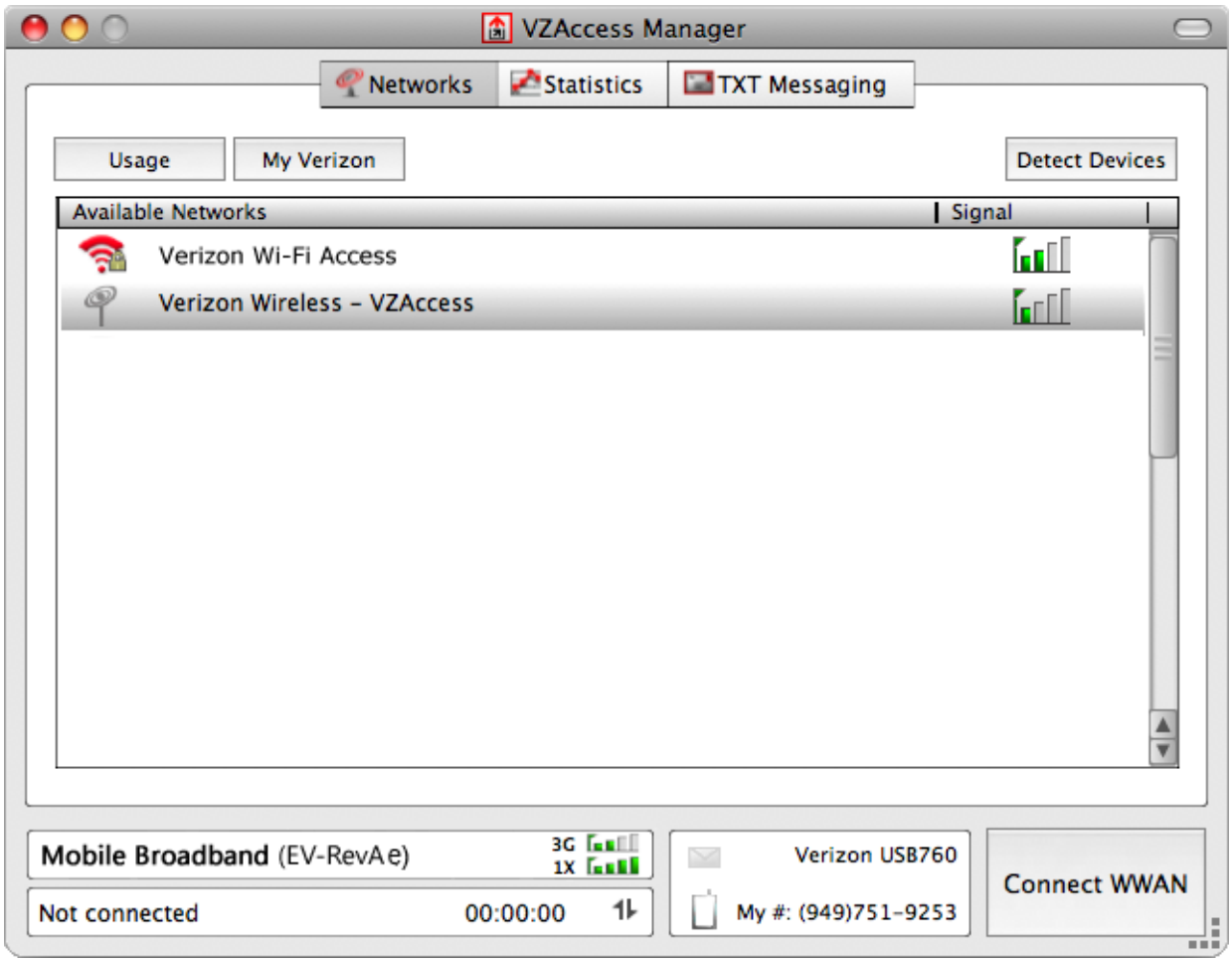
Resending a TXT Message

To resend a TXT message that you have already sent, follow these steps:

1. Select the message you wish to resend.
2. Click the **Resend** button. The phone number and message will be populated in the send area below.
3. Click the **Send** button to send the message again.

Minimum View

To switch from the default Networks View to a more compact view, simply click on the minimum view icon on the upper right corner of the Main Window. This reduces the size of the window slightly by removing the Verizon logo.



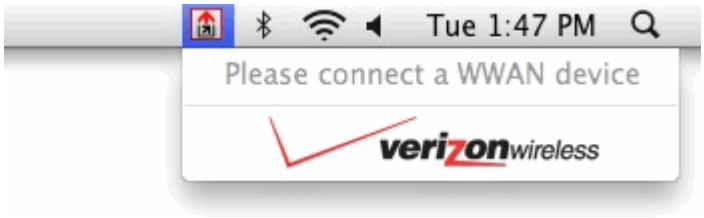
VZAccess Manager Menu Bar Item

The VZAccess Manager menu item is displayed in the menu bar of Mac OS X. This menu item allows you to initiate and terminate WWAN connections as well as see the status of your WWAN device at a glance, all without launching VZAccess Manager!

No WWAN Device Connected

When no WWAN device is connected, the menu bar will display the VZAccess Manager icon. This is the menu's idle state.

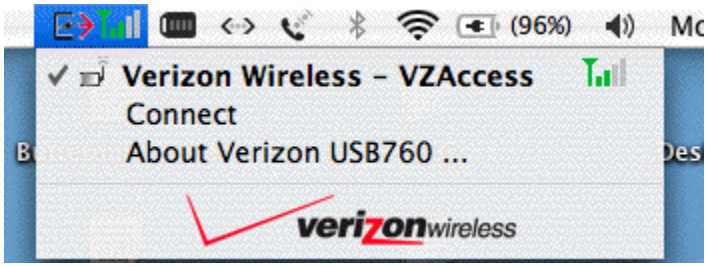
Even though no WWAN device is connected you can still use the VZAccess Manager menu to launch the VZAccess Manager application. To launch VZAccess Manager from the menu simply select the Verizon Wireless logo.



WWAN Device Connected

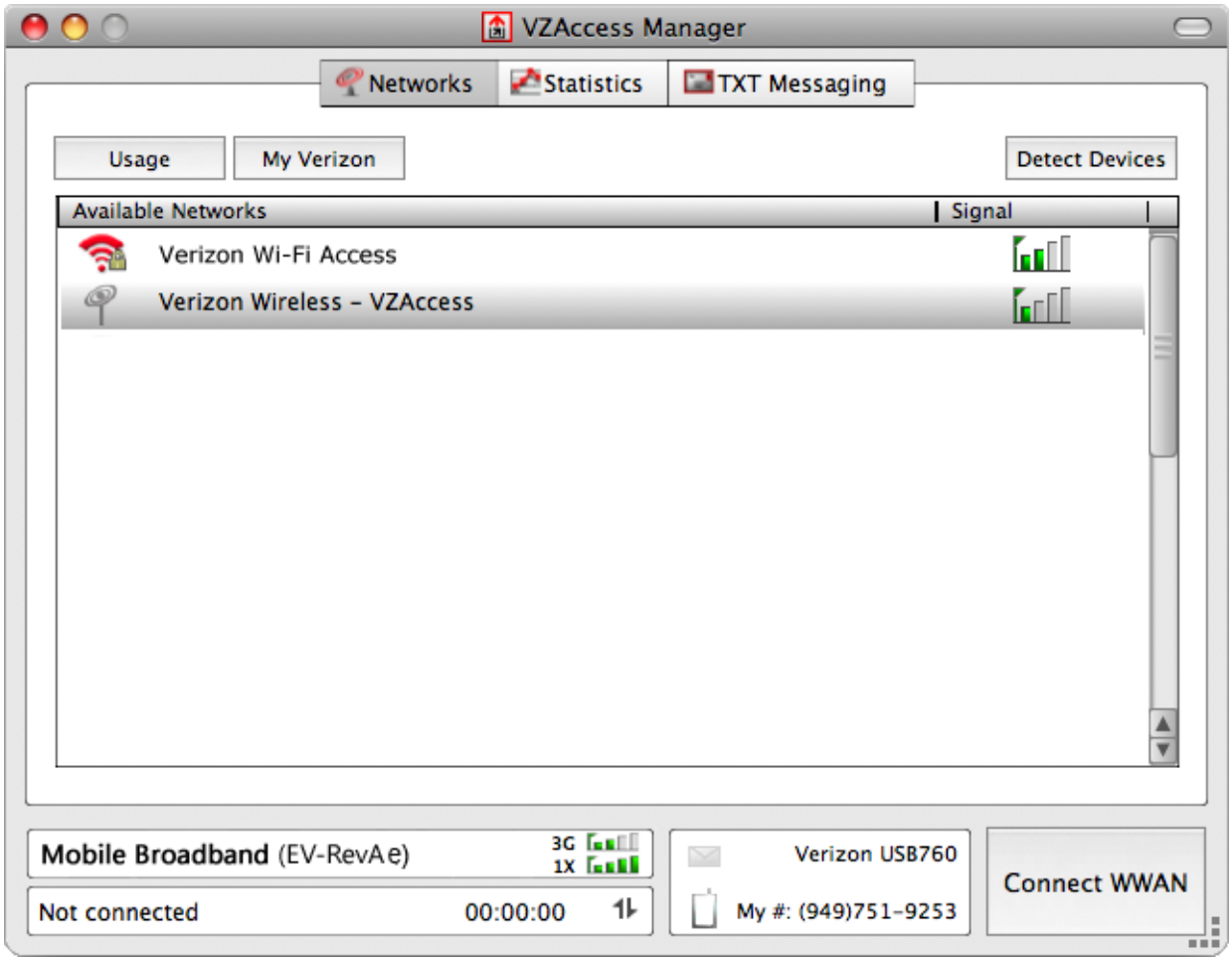
When a WWAN device has been connected to your Mac, the current network availability and WWAN signal strength are displayed.

When a WWAN device is connected to your Mac, you can use the VZAccess Manager menu to select the desired WWAN network account, connect or disconnect from the network, see details about your WWAN device, or launch the VZAccess Manager application.



Using Verizon Wireless Wi-Fi Hotspots

If you have a qualifying Verizon mobile broadband data plan, you may receive complimentary Verizon Wireless - Wi-Fi Access service. Verizon Wireless - Wi-Fi Access enables you to connect to the Internet from over 12,000 Verizon branded Wi-Fi hotspot locations throughout the United States. VZAccess Manager will automatically detect if Verizon Wireless - Wi-Fi Access is available in your vicinity and display a connection profile in the Networks View as depicted below.



Connecting to a Verizon Wireless - Wi-Fi Access hotspot requires the following:

- A valid Verizon Mobile Broadband data plan
- Your Mac Airport.

The following mobile devices do not support Verizon Wireless - Wi-Fi Access hotspot service today:

- *Tethered handsets and smart phones*
- *GSM network-based devices and GSM network mode.*

The About Box

The About box contains information about your wireless device. Select **About VZAccess Manager** from the VZAccess Manager menu to see the About box.

In addition to wireless device information, important information about your install of VZAccess Manager is displayed at the bottom of the About box. Your version number is very important when requesting technical support for VZAccess Manager.

Menus

When VZAccess Manager is selected on your Mac computer you will see the menus shown in the image above.

- VZAccess Manager Menu (see page 50)
- File Menu (see page 51)
- View Menu (see page 51)
- Tools Menu (see page 52)
- Options Menu (see page 52)
- Window Menu (see page 53)
- Help Menu (see page 53)

The VZAccess Manager Menu

About VZAccess Manager

Selecting this item will display the About Box (see page 49). This window contains information about your wireless device.

Preferences

Selecting this item will display the Preferences window (see page 55). Various preferences for VZAccess Manager may be changed here.

Uninstall VZAccess Manager

Selecting this item will launch the uninstall application (see page 19) allowing you to remove all components of VZAccess Manager.

Services

This is a Mac OS specific menu item. Items under this menu vary dynamically depending on the applications installed and running. Some services can be used by one application, while working on another application. If the service is dimmed, you have selected something that does not work with that particular service. Please refer to your Macintosh Operating System Help for further details on this menu item.

Hide VZAccess Manager

Selecting this item will hide the VZAccess Manager application from your screen. An icon will remain in the dock. This is useful if you want to keep the VZAccess Manager available without terminating an active connection. To return to VZAccess Manager, click on the VZAccess Manager icon in the dock.

Hide Others, Show All

These are Mac OS specific menu items. Hide Others allows you to hide all other applications except the application that is currently selected. Show All allows you to show all the application windows.

Quit VZAccess Manager

Select this item to quit the VZAccess Manager application.

File Menu

Connect

Select this item to **Connect** to the selected network.

Open Main Window

Select this item or press **command-D** to open the VZAccess Manager main window.

Close Main Window

Select this item or press **command-W** to close the VZAccess Manager main window. You can click on the VZAccess Manager icon in the Dock to re-open the main window. Alternatively, you can select **Open Main Window** from the File menu or press **command-D**.

View Menu

Networks

Select this item to change the current view to the Networks view (see page 31).

Statistics

Select this item to change the current view to the Statistics view (see page 38).

Text Messaging

Select this item to change the current view to the Text Messaging view (see page 42).

Refresh

Select this item or press **command-R** to refresh the current view window.

Tools Menu

Edit

This item is Mac OS specific. Depending on the window you have open, there may be items such as Cut, Copy, Paste, Delete, Select All available to you.

Usage

Select this item or click on the **Usage** button in the Networks view (see page 31) to display the current usage data for your Verizon Wireless account.

My Verizon

Select this item or click the **My Verizon** button in the Networks view to access your Verizon Wireless account information. You may also go to www.verizonwireless.com to manage your account from your browser.

Get Access

Select this item or click on the **Get Access** button in the Networks view to purchase additional connectivity. You will be returned to the Verizon Wireless activation site.

Options Menu

Diagnostics

Select this item to display the Diagnostics window. The diagnostics window will allow you to access various tools that can be useful in troubleshooting. You can save the information to a file or e-mail the data to technical support.

Session Log

Select this item to display the VZAccess Manager Session Log. The session log displayed network activity including the date, time, duration status and amount of data sent and received.

Detect Devices

Select this item or click on the Detect Devices button, in the Network view, to force VZAccess Manager to scan all USB and Bluetooth ports looking for available WWAN devices.

Activation

Select this item to initiate device activation with the Verizon Wireless network.

Windows Menu

Minimize
Select this item to minimize VZAccess Manager to the Dock.

Bring All to Front
On the Mac computer, you can select Bring All to Front to bring all of that application's windows to the front. Refer to your Mac documentation for further information on the Window menu.

VZAccess Manager
Select this item to select the VZAccess Manager main window.

Help Menu

Search

Enter a search term in the Search window for a list of relevant topics.

VZAccess Manager Help

Select this item to display the VZAccess Manager help documentation.

Check for Updates

Select this item to check for Updates to VZAccess Manager.

Device Support Page

Select this item to access the Verizon Wireless Device Support website.

Email Verizon Wireless Support

Select this item to launch your default email application and compose an email to Verizon Wireless support.

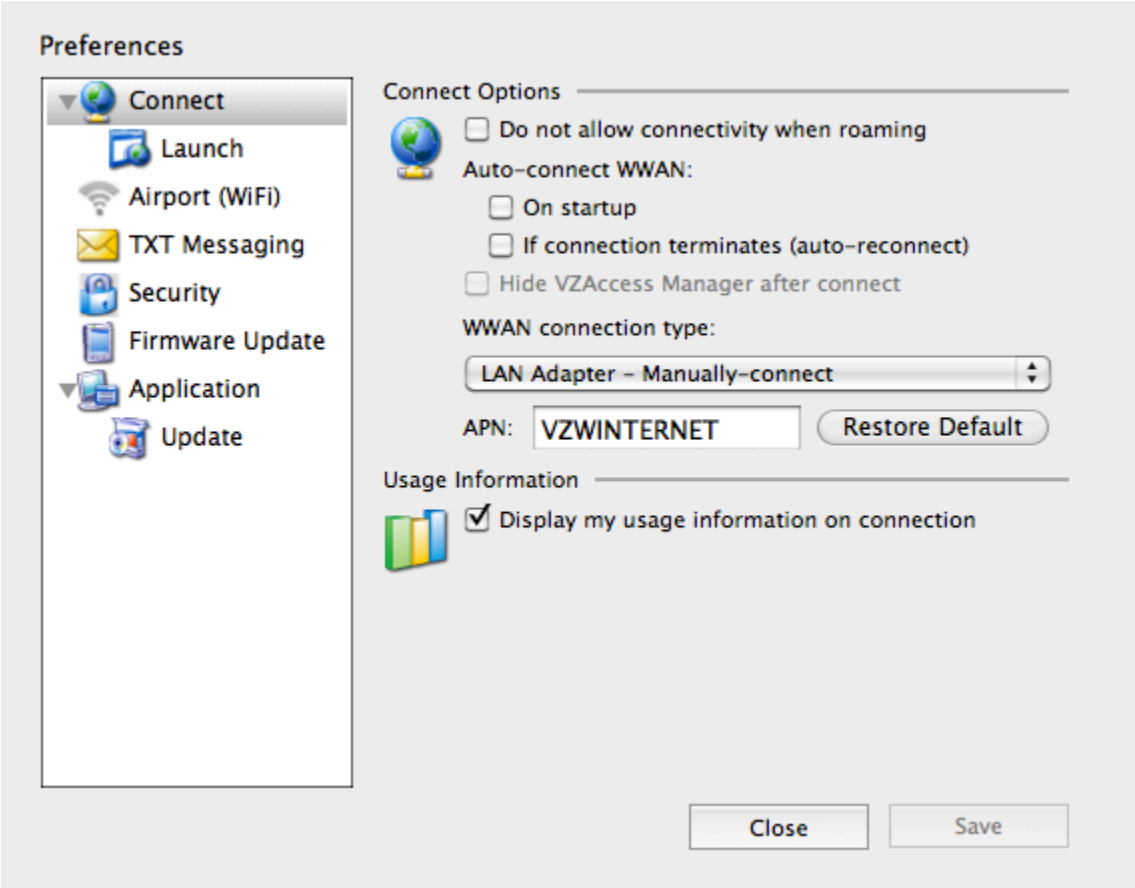
Chapter 5 Preferences

To access the VZAccess Manager Preferences window, select **Preferences…** from the VZAccess Manager menu. This is where you can configure the behavior of VZAccess Manager. It is also where you can check for updates to the VZAccess Manager software. This window includes the following pages:

- Connect Preferences (see page 56)
- Launch Preferences (see page 58)
- Airport (Wi-Fi) Preferences (see page 60)
- TXT Messaging Preferences (see page 62)
- Device Preferences (see page 64) (These preferences may not be available for your specific device. Currently only Novatel devices have device specific preferences.)
- Security Preferences (see page 66)
- Firmware Update Preferences (see page 68)
- Application Preferences (see page 70)
- Update Preferences (see page 71)

Connect

To access Connect Preferences, select **Preferences** from the VZAccess Manager menu. **Connect** is the default view.



Do not allow connectivity when roaming

Checking this box will prevent you from establishing connections with VZAccess Manager when roaming out of the coverage area of the Verizon Wireless network.

Auto-connect WWAN: On startup

Checking this box will cause VZAccess Manager to attempt a WWAN connection immediately after being launched.

Auto-connect WWAN: If connection terminates (auto-reconnect)

Checking this box will cause VZAccess Manager to attempt to reconnect if the WWAN connection is interrupted.

Hide VZAccess Manager after connect

Checking this box will hide VZAccess Manager after a WWAN connection is successful.

WWAN connection type

The following connection types are available:

- LAN Adapter - Auto connect
- LAN Adapter - Auto connect except when roaming
- LAN Adapter - Manually connect. Establishing a connection requires starting VZAccess Manager and clicking **Connect WWAN**.

Note: *A LAN Adapter broadband connection will remain active even if you exit VZAccess Manager. For a list of devices that support LAN Adapter mode go to http://vzam.net/download/supported.aspx.*

Note: *For certain devices, LAN Adapter sessions are not logged in the Session Log.*

APN

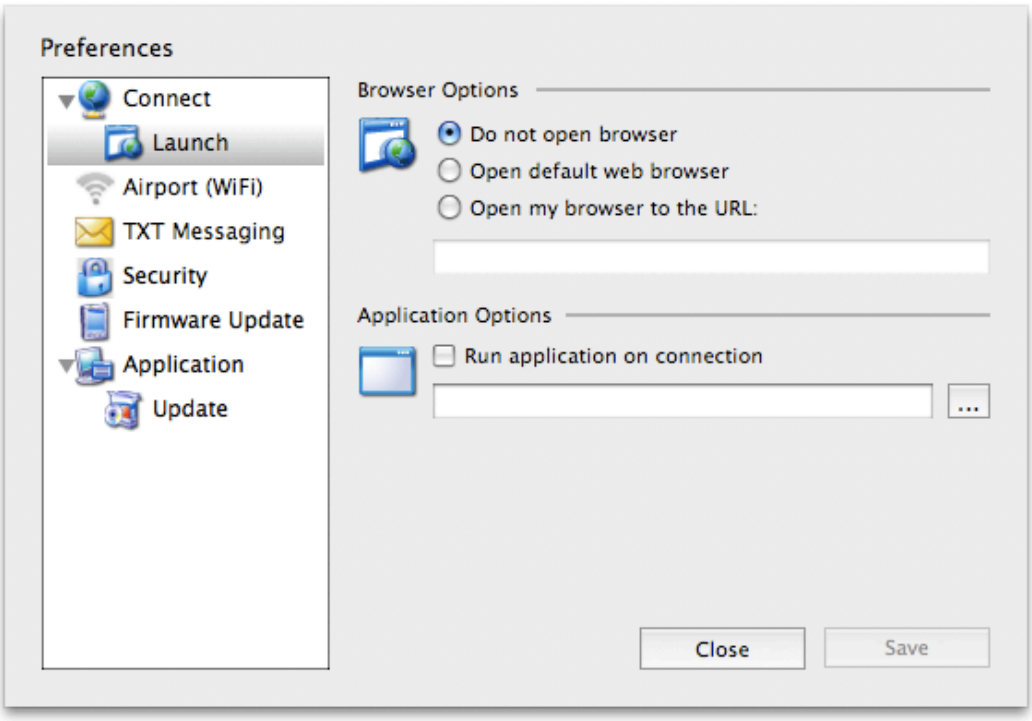
The Access Point Name appears in this field. You may need to change this value if you are roaming. Click the **Restore Default** button to restore the default value for the APN.

Display my usage information on connection

If this box is checked, VZAccess Manager will automatically display the data usage for your WWAN device when it connects to WWAN.

Launch (Browser or Application)

To access Launch Preferences, select **Preferences** from the VZAccess Manager menu. Then, select **Connect > Launch** in the column on the left of the Preferences page.



Do not open my browser

If this option selected, VZAccess Manager will not automatically launch your default web browser when you connect to a WWAN or Wi-Fi network.

Open default web browser

If this option is selected, VZAccess Manager will automatically launch your default web browser and your home page will load when you connect to a WWAN or Wi-Fi network ("GlobalAccess" or "Verizon Wireless - VZAccess").

Open my browser to the URL

If this option is selected, VZAccess Manager will automatically launch your default web browser when you connect to a WWAN or Wi-Fi network ("GlobalAccess" or "Verizon Wireless - VZAccess"). However, the initial page displayed will be the one whose URL is specified in the box below rather than your home page.

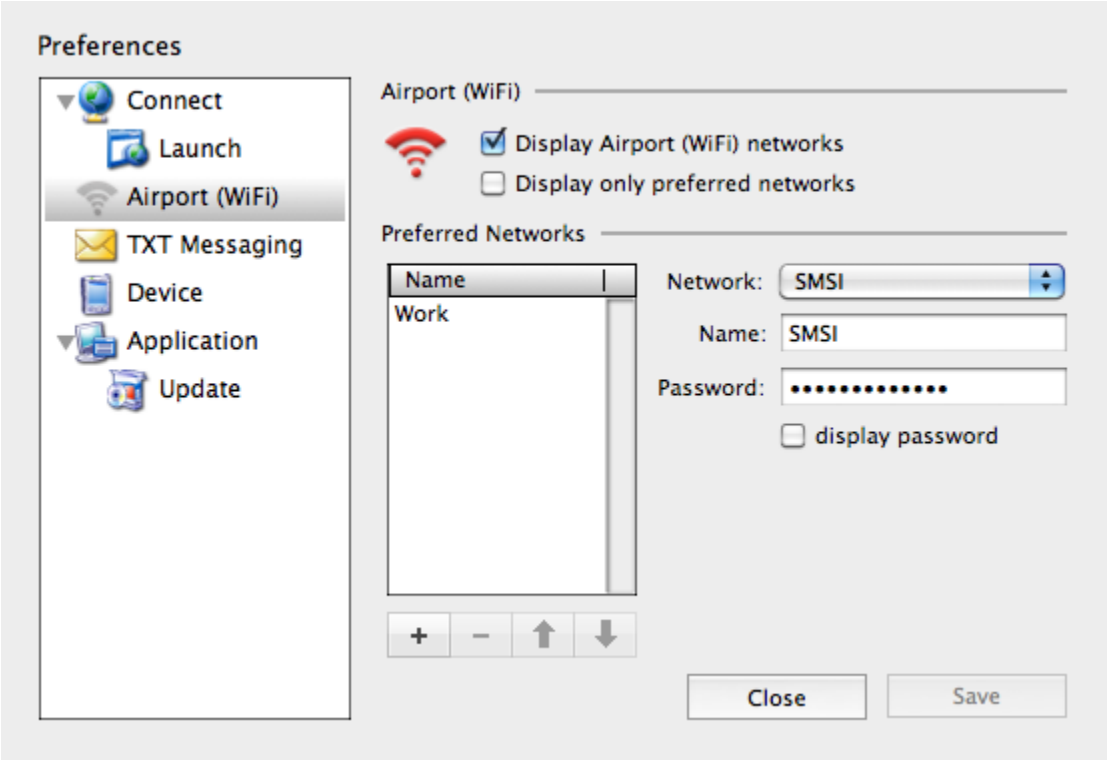
Run application on connection

Check this box if you want to automatically run a particular application when you use VZAccess Manager to establish a Wi-Fi or WWAN connection. Specify the application to run by doing one of the following:

- Click to browse for the desired application.
- Enter the full path and file name of the desired application in the space provided.

Airport (Wi-Fi)

To access Wi-Fi Preferences, select **Preferences** from the VZAccess Manager menu. Then, select **Airport (Wi-Fi)** in the column on the left.



Display Airport (WiFi) networks

If this box is checked, all Airport networks are displayed in the Networks view (see page 31). Alternatively, if this box is not checked, no Wi-Fi networks will be displayed.

Display only preferred networks

If this box is checked, only networks for which profiles have been created will be displayed in the Networks View. A profile is created when you connect to a Wi-Fi network. Alternately, you can manually add a profile by following the instructions for Creating a Network on your Mac computer Airport. See your Mac help for more information.

If this box is NOT checked, all detected networks are displayed.

Preferred Networks

This is a list of all the Wi-Fi network profiles that have been created so far. These are sometimes called “preferred networks” because VZAccess Manager will favor these networks when selecting a network to connect to. VZAccess Manager will try to connect to the networks in the order they appear in this list.

Click this button to manually add a Wi-Fi network to your preferred list. This opens the Wi-Fi Network drop-down menu..

Click this button to remove the selected network profile from the list.

Changes the priority of the Wi-Fi networks you have added or connected to in the past. This option is only available when you have two or more Wi-Fi networks in the **Preferred Networks** list.

Changes the priority of non Verizon Wireless Wi-Fi networks you have added or connected to in the past. This option is only available when you have two or more Wi-Fi networks the **Preferred Networks** list.

The following items will only appear if there are Wi-Fi networks in the Preferred Networks list.

Network

This drop-down list shows the list of Wi-Fi networks accessible via your Airport.

Name

This field shows the name of the selected Wi-Fi network.

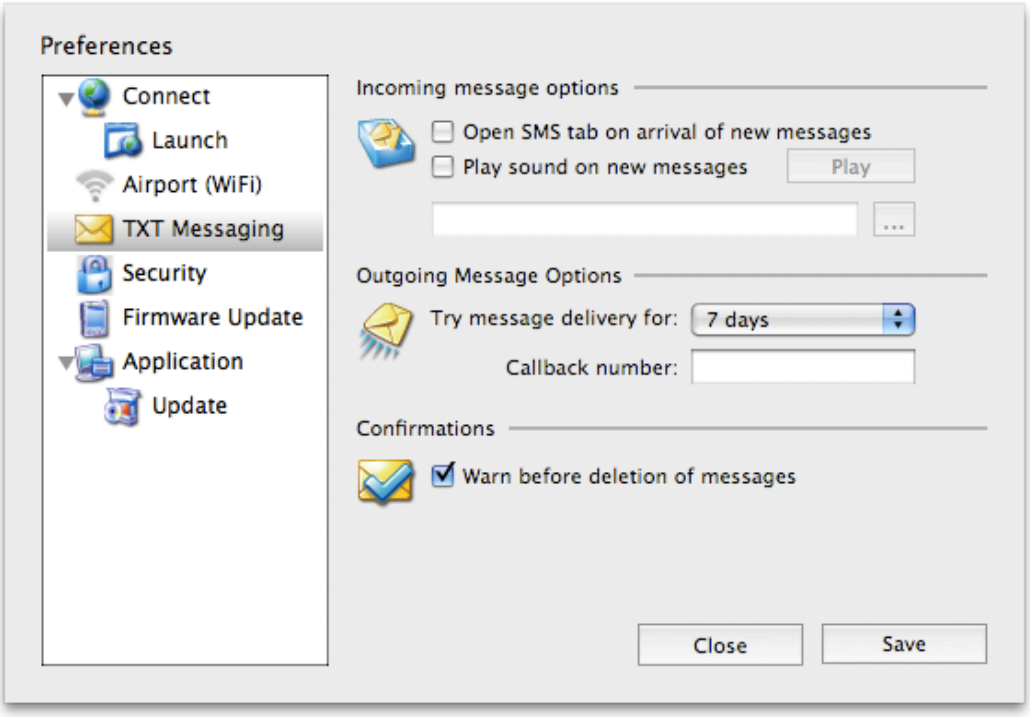
Password

This field shows the password of the selected Wi-Fi network. This will be shown as all dots unless you check the **display password** box below.

TXT Messaging

To access TXT Messaging Preferences, select **Preferences** from the VZAccess Manager menu and then select **TXT Messaging** from the column on the left.

Note: *TXT Messaging functionality is available only for certain WWAN devices. You will not be able to access this functionality when using WWAN devices that do not support it.*



Incoming Message Options

- **Open SMS window on arrival of new message:** If this box is checked, VZAccess Manager will automatically switch to the TXT Messaging view when a new message arrives.
- **Play sound on arrival of new messages:** If you would like a tone to play when a new message arrives, check this box and then click ... to select a sound file to be played.

Outgoing Message Options

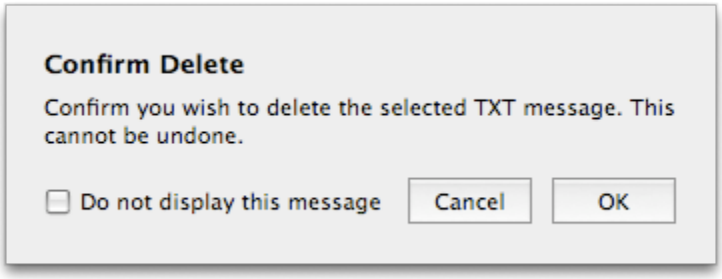
- **Try message delivery for:** The duration of time that the Verizon Wireless network will attempt to deliver the message. The default is a duration of 7 days.

- **Callback Number:** (appears only when a CDMA Mobile Broadband device is selected). Enter a voice phone number if you wish to provide a phone number for a voice callback option.

Confirmations

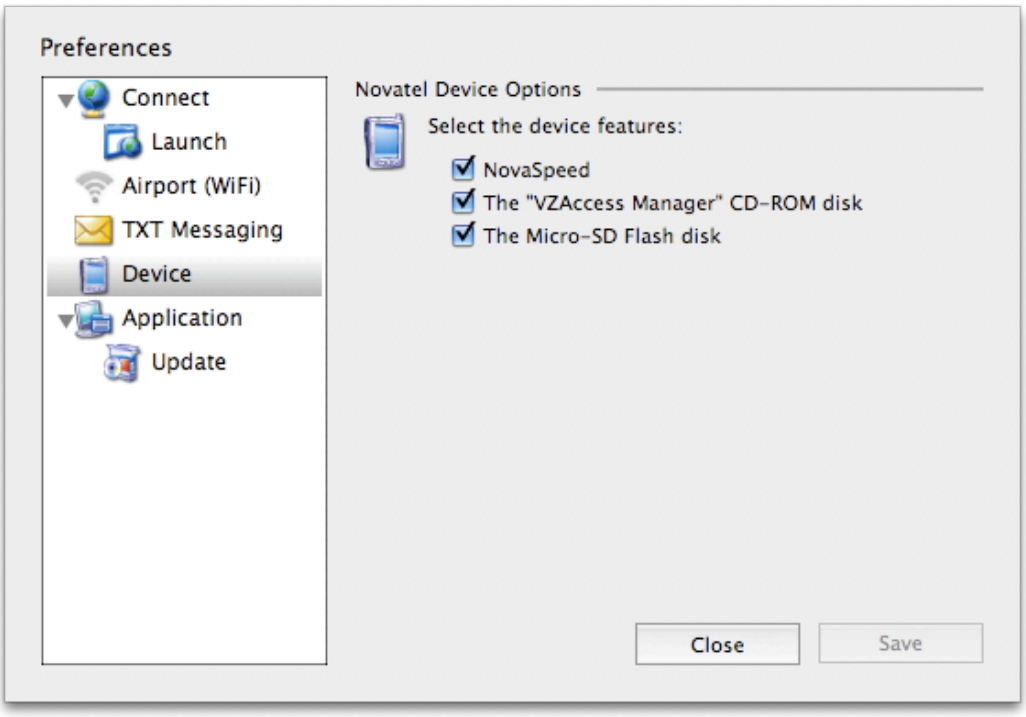
The following confirmation dialogs can be turned on or off:

- Warn before deletion of messages.


Confirm Delete
Confirm you wish to delete the selected TXT message. This cannot be undone.
Do not display this message
Cancel
OK

Device

To access Device Preferences, select **Preferences** from the VZAccess Manager menu. Then, select **Device** from the column on the left.



Device Options

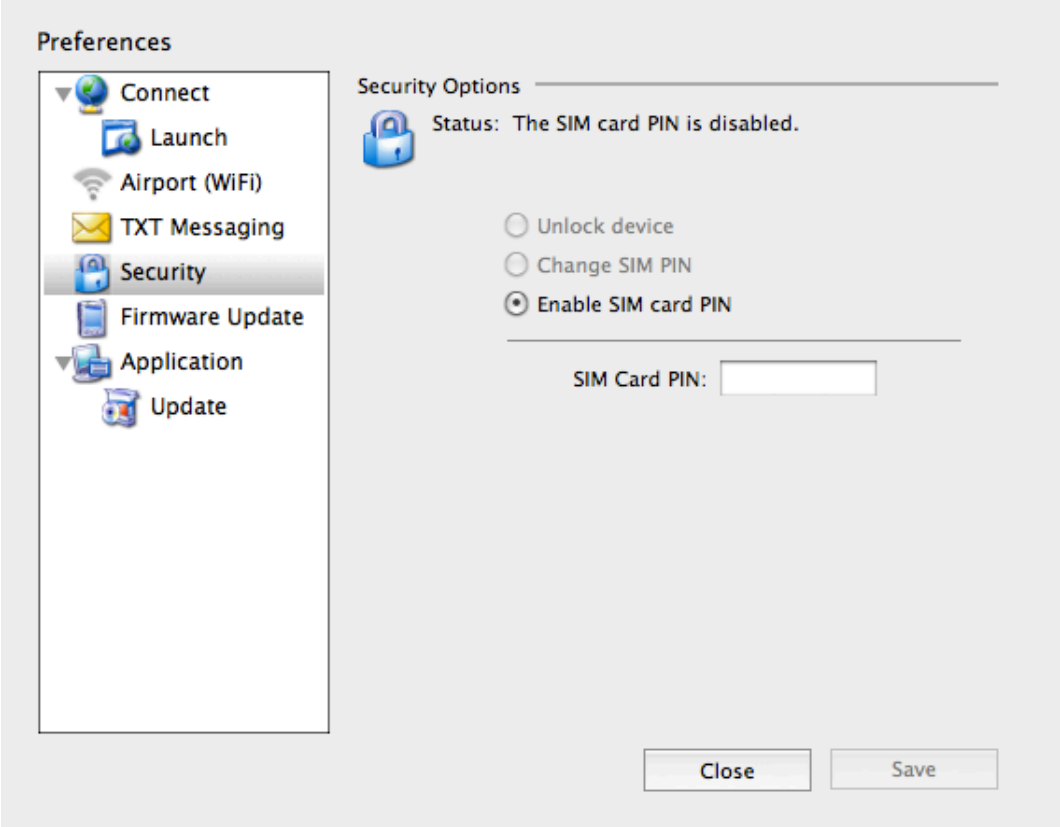
- **NovaSpeed:** (This option will appear only if you are using VZAccess Manager with a Novatel wireless WAN modem that supports NovaSpeed technology). By default NovaSpeed is enabled on Novatel devices that support the technology. For more information on NovaSpeed, please visit www.novatelwireless.com.
- **Enable Removable Disk:** (This option will appear only if you are using VZAccess Manager with a Mobile Broadband device featuring a removable memory slot and VZAccess Manager is capable of managing the memory slot). This option controls whether you can use the removable micro SD slot in your device.
- **The VZAccess Manager CD-ROM Disk:** (This option will appear only if you are using VZAccess Manager with a Mobile Broadband device that has VZAccess Manager stored in the device's on-board memory). This option controls whether that copy of VZAccess Manager is accessible as a CD-ROM disk.

- **The Micro-SD Flash Disk:** (This option will appear only if you are using VZAccess Manager with a Mobile Broadband device that has a Micro-SD Flash Dish and VZAccess Manager is capable of managing the Micro-SD Flash Disk). This option controls whether you can use the Micro SD slot in your device.

Security

When you are using a GSM or LTE WWAN device, a **Security** page appears in the Preferences window. This page allows you to enter a SIM PIN code.

To access Security Preferences, select **Preferences** from the VZAccess Manager menu. Then, select **Security** from the column on the left.



Many GSM devices are provisioned with a Personal Identification Number (PIN) that locks user access to the device and service in order to prevent unauthorized access. When you insert (or connect) a mobile broadband device you may be required to enter a PIN provided by your mobile operator. Mobile operators frequently limit the number of incorrectly entered PIN attempts to three (3). Failure to enter a correct PIN within the number of permitted attempts will lock the mobile broadband device's SIM card.

If the SIM becomes locked, you can re-enable the PIN mechanism by entering a PIN Unlock Key (PUK). Contact your mobile operator to receive the PUK. After entering a correct PUK, you can reset the PIN. Mobile operators frequently limit the number of incorrectly entered PUK attempts to ten (10).

WARNING! *Failure to enter a correct PUK within the number of permitted attempts will permanently lock the SIM card. If this occurs, contact the mobile operator that issued the SIM card.*

Security Options

This section includes options to lock or unlock the device or change the SIM PIN.

Unlock device

Select this button to unlock the WWAN device.

Change SIM PIN

Select this button to change the SIM PIN code.

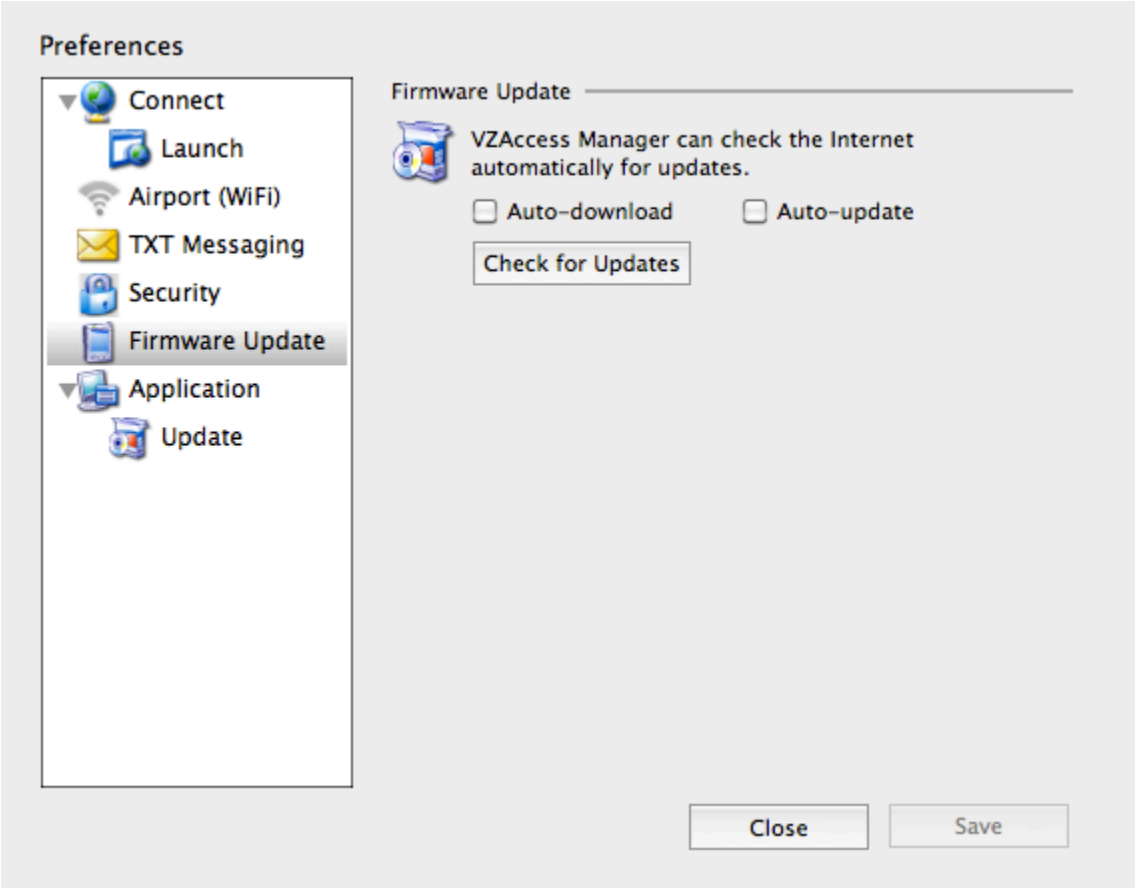
Enable SIM card PIN

Select this button to Enable/Disable the SIM card PIN.

Firmware Update

To access Firmware Update Preferences, select **Preferences** from the VZAccess Manager menu. Then, select **Firmware Update** from the column on the left.

Note: *This page is available only in the Consumer version of VZAccess Manager (not available in the VZAccess Manager Enterprise version).*



The settings on this page specify whether VZAccess Manager will automatically download and install firmware updates for your WWAN device. There are two types of update: automatic and manual.

Automatic Updates

If you want VZAccess Manager to automatically download firmware updates, check the **Auto-download** checkbox.

If you want VZAccess Manager to automatically update your device's firmware, check the **Auto-update** checkbox.

If automatic downloads and updates are enabled, VZAccess Manager will automatically check for firmware updates when you are connected to a WWAN or a Wi-Fi network. If an update is available, you will be given the choice to download the update or cancel. If you choose to download the update, you will be presented with a display that shows the progress as the update is downloading with the option to cancel if desired. You do not need to download the updates wirelessly; you can use any connection to the Internet.

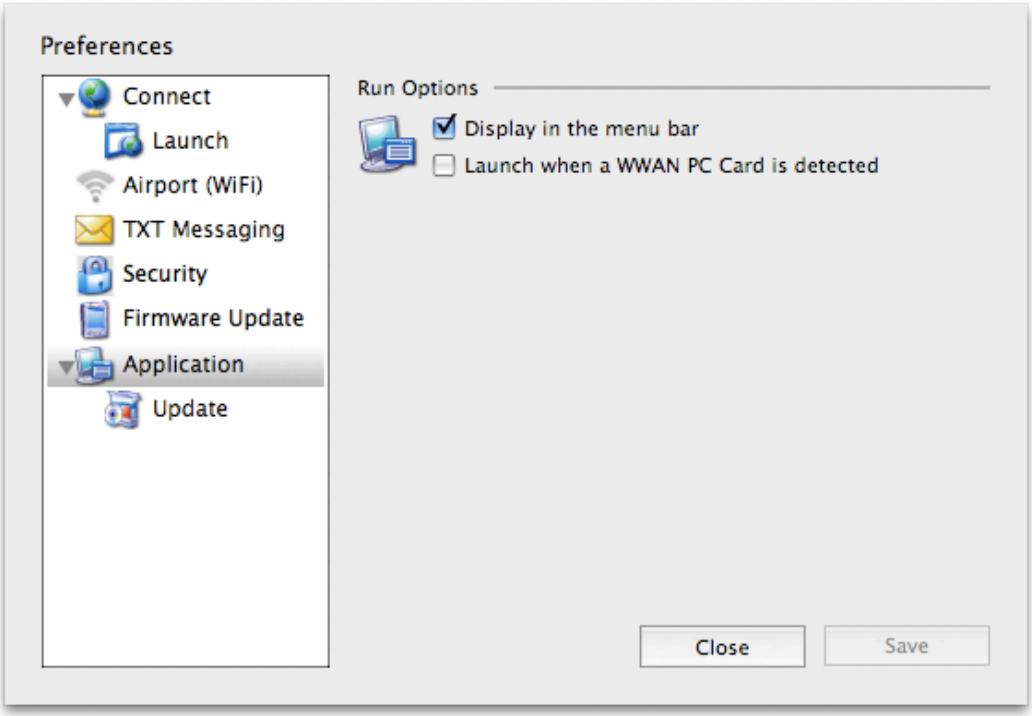
Note: *If you download the updates wirelessly, normal usage charges will apply in extended coverage, roaming, or if connected via VPN (home, extended, or roaming).*

Manual Updates

You can manually check for firmware updates any time you are connected to the Internet. To do so, click the **Check for Updates** button.

Application

To access Application Preferences, select **Preferences** from the VZAccess Manager menu and then select **Application** in the column on the left.



Display in the menu bar

Check this box to display the status of VZAccess Manager in the Menubar on your computer.

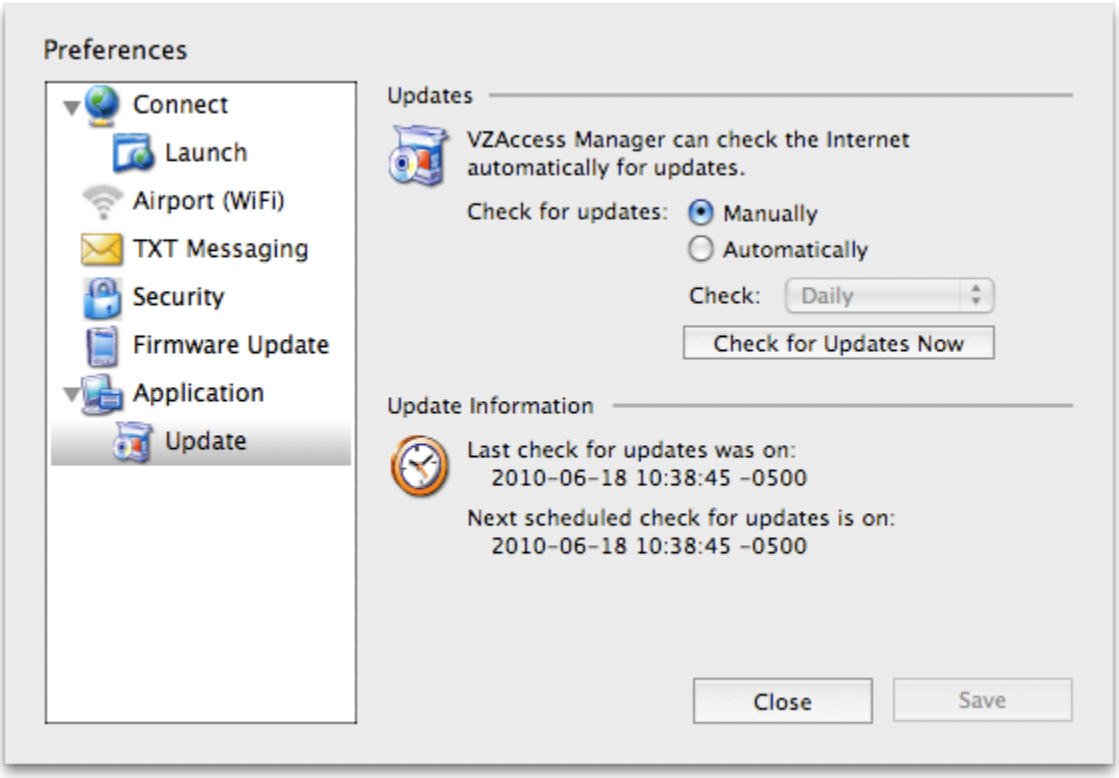
Launch when a WWAN PC Card is detected

Check this box to automatically launch VZAccess Manager when a WWAN device is connected to your computer.

Update

To access Update Preferences, select **Preferences** from the Options menu. Then, select **Update** from the column on the left.

Note: *This page is available only in the Consumer version of VZAccess Manager (not available in the VZAccess Manager Enterprise version).*



The settings on this page specify when VZAccess Manager will check for software updates. There are two types of update: Automatic and Manual.

Automatic Updates

- If you want VZAccess Manager to automatically check for software updates, check **Automatically**, then select "daily," "weekly" (default and recommended) or "monthly" from the **Check** dropdown.
- If you do not want VZAccess Manager to automatically check for updates, select **Never** from the dropdown.

If automatic updates are enabled, VZAccess Manager will automatically check for software updates when you are connected to a WWAN or a Wi-Fi network. If an update is available, you will be given the choice to download the update or cancel. If you choose to download the update, you will be presented with a display that shows the progress as the update is downloading with the option to cancel if desired. You do not need to download the updates wirelessly; you can use any connection to the Internet.

Note: *If you download the updates wirelessly, normal usage charges will apply in extended coverage, roaming, or if connected via VPN (home, extended, or roaming).*

Manual Updates

- You can manually check for updates any time you are connected to the Internet. To do so, check **Manually**, then click the **Check for Updates Now** button.

Update Information

This section of the window displays the last time VZAccess Manager checked for updates and the next scheduled check for updates.

Chapter 6 Troubleshooting

The tools and procedures described in this section may be helpful in diagnosing and correcting network connectivity problems.

Troubleshooting Tools

- The Diagnostics Window (see page 74)
- The Session Log (see page 75)

Troubleshooting Tips and Procedures

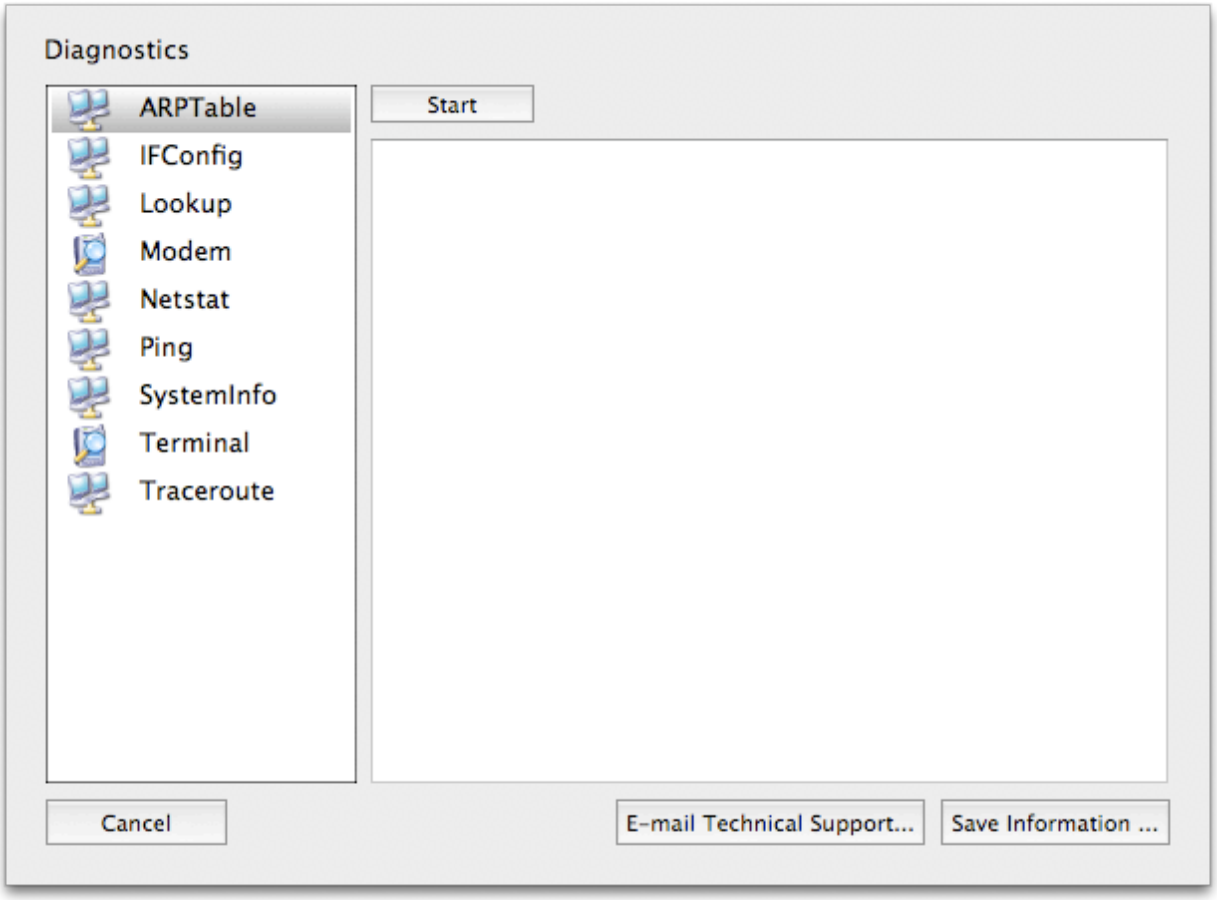
- Troubleshooting WWAN Devices (see page 77)
- Troubleshooting Wi-Fi Devices (see page 81)
- Additional UMTS/GPRS Tips (see page 83)
- Warning Messages (see page 85)
- Technical Support (see page 87)

Diagnostics

To access the Diagnostics dialog, select **Diagnostics** from the Options menu.

The Diagnostics dialog (pictured below) provides quick access to information about your system and tools outside VZAccess Manager that may be useful in troubleshooting connection problems with technical support.

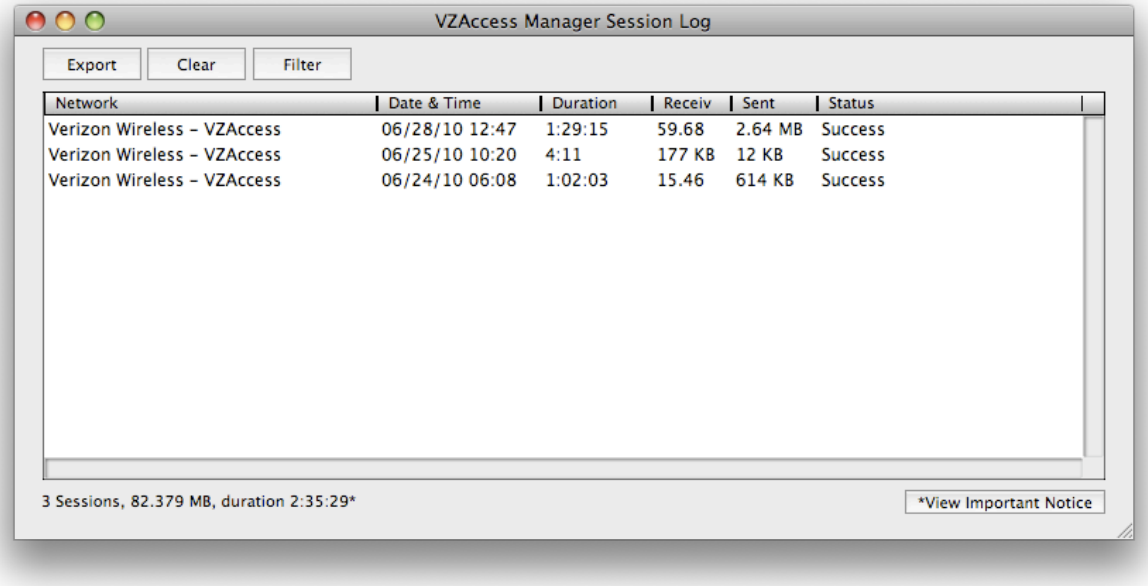
- Select the type of diagnostic routine to run in the column on the left, then click **Start** to begin the diagnostic.
- Click **Save Information** to save the results of the diagnostic to a file on your computer.
- Click **E-mail Technical Support** to send a copy of the results of the diagnostic to Verizon technical support.



Session Log

To access the Session Log, select **Session Log** from the Options menu.

The Session Log provides a concise log of your network connections. Click a column header to sort by the column's contents.



Export

To export this log as a CSV file, click the **Export** button that is immediately below the log.

Clear

To clear the log, click the **Clear** button. Note that clearing the log cannot be undone.

Filter

Click this button to display the following options for filtering the session log:

- To view only the connection history of a specific network type, check the **Connection** box and select the desired type from the drop-down list.
- To view only the connection made by a specific device, check the **Device** box and select the desired device from the drop-down list.

- To view only the connections made during a specific interval, check the **Date** box and specify the date in the **From:** and **To:** fields.

Once you have selected the desired options, click **OK** to return to the Session Log.

Note: *The Session Log should not be used to estimate or monitor data usage during your billing cycle. Please use the* ***Usage*** *button on the Networks View to see the estimated data usage for your current billing cycle.*

Troubleshooting WWAN Devices

When installing VZAccess Manager, it was not able to find the WWAN device

(For a UMTS/GPRS/1xEV-DO/1XRTT/CDMA device)

- If using a wireless phone and cable make sure it is powered ON and securely connected.
- If using a wireless phone and cable, trying powering it OFF, then ON again.
- If using a WWAN (UMTS/GPRS/1xEV-DO/1XRTT/CDMA) ExpressCard or USB device, try removing it and reinserting it. For UMTS/GPRS devices, check that the SIM is inserted correctly. You may need to close the Device Detection Wizard and rerun it or reboot the computer after removing your device. It is important to ensure that the card is removed properly using the "Unplug or Eject Hardware" process.
- If using an embedded WWAN device, make sure any physical or software switch on your laptop (which may control power to your wireless device) is properly enabled.
- Identify any software that uses the serial port or USB devices attached to your computer and exit all of these programs.
- Check with your computer manufacturer to verify your serial port or USB port is enabled and properly configured.

Cannot connect using a wireless device designed for use overseas - Not finding network "Searching for network" message in VZAccess Manager. LED on wireless device is solid RED

- Verify that your GlobalAccess device is inserted in your computer's PCMCIA slot, ExpressCard slot or USB port. (A Mobile Broadband/NationalAccess device will not work abroad except in countries with CDMA coverage).
- Check that your wireless device is inserted correctly and the SIM is installed correctly.
- Ensure that the wireless network's coverage extends to your current location. You may be in a non-covered service area.

Cannot connect using a wireless device designed for use overseas - VZAccess Manager finds a network, however "Connect" button cannot be clicked

- Re-run the Device Detection wizard by selecting **Detect Device** from the Options menu or by clicking the **Detect Device** button in the main window.
- Shut down VZAccess Manager and reboot the computer.

Cannot connect using a wireless device designed for use overseas - Constant "Powering on device message" in bottom left corner. LED on external device is flashing RED

- Close VZAccess Manager, remove the external device and reboot the computer.
- Verify that the SIM card is correctly inserted in the wireless device.

I get connected, but I can't get to any web sites

- If you are using VPN (Virtual Private Networking) you may require proxy settings on GlobalAccess or "Verizon Wireless - VZAccess" if you wish to access the Internet when connected to a corporate network through VPN. To see if this is the case, disconnect from your VPN and see if you can access the Internet directly. For additional information, see your Mac help.
- If you are using a computer provided by your employer, it's possible they might be using a program that enforces Proxy settings without having to enter any proxy settings in your web browser. If this is the case, you will only be able to access the Internet when using VPN. Check with your Network Administrator if you think this might be the case.

I can receive e-mail but cannot send e-mail using my e-mail program

- Some Internet (email) Service Providers require that you be connected through their network to access their mail server to send e-mail.

My computer locks up or crashes when attempting to connect

- Refer to your computer manual for help in managing your serial COM ports and USB ports and to resolve potential resource conflicts.
- Exit any applications that may use serial ports or USB ports and try again. Such applications might be causing a conflict.

- While trying to use your wireless device, remove any unrelated (PCMCIA) or USB modems from your computer. Also disable any optional hardware such as built-in memory card readers.
- Verify that you have the latest drivers for your Mobile Broadband device installed.
- If all else fails, try reinstalling the VZAccess Manager software.

My connection fails immediately, or I get a "Call Failed" on the display of the mobile phone

- If using a mobile phone and cable, check the battery strength indicator on the display of your wireless phone. Low battery power may cause loss of signal or connection.
- If your mobile phone has an antenna that can be raised, raise it.
- Verify that the display of your phone indicates digital coverage (typically either "D" or "3G"). If you are not within the digital coverage area, wait until you are back in Verizon Wireless digital coverage to place your call. Try to connect again.
- Try powering the wireless phone OFF, then ON again. If using a an ExpressCard, you can remove it and reinsert it. Then try to establish your session again.

My connection fails, and I am getting a "Signal Faded" on the display of my mobile phone

- If your mobile phone has an antenna that can be raised, raise it.
- Verify that the display of your phone indicates digital coverage (typically either "D" or "3G"). If you are not within the digital coverage area, wait until you are back in Verizon Wireless digital coverage to place your call.
- Try to establish your session again.

My communication software shows that I am connected, but my mobile phone does not

- Depending on your device and your NationalAccess or Mobile Broadband plan, your data session may disconnect during a dormant state. See your Calling Plan brochure for details. Click **Disconnect**, then connect again.
- Your call may have been disconnected due to a network anomaly. Disconnect and try to establish your session again.

I get disconnected while using Mobile Office Kit or Music and Internet Kit, or while dialed in to my corporate network

- Try to establish your session again.
- Make sure the data cable between your wireless phone and your computer is securely connected to both devices.
- Your corporate network or Internet service provider may have disconnected you. If the problem persists, contact your Internet service provider or corporate network administrator for support.

When I launch VZAccess Manager, the levels reported for Battery or Signal level are incorrect

- Some mobile phones do not support the commands used to determine the battery and signal levels. If the display of the phone differs with what is displayed in VZAccess Manager, use the information displayed on the phone.

I get "There is no dial tone" while trying to connect, using my wireless phone or it seems as if the wireless phone or device is not being recognized at all

- Try powering the wireless phone OFF, then ON again. If using a PC Card, ExpressCard or USB device you can remove it and reinsert it. Then try to establish your session again.
- If using a USB cable, be sure you connected it to the same port it was connected to when you configured VZAccess Manager. You can reset the USB drivers by unplugging and reconnecting the USB cable. If necessary, from VZAccess Manager's main screen you can select **Detect Device** from the Options menu in VZAccess Manager to redetect and configure the phone. You can also do this by clicking the **Detect Device** button.

Every time I try to establish a "Verizon Wireless - VZAccess Manager" connection, it fails

- Try detecting the device manually by clicking the **Detect Device** button. After device detection is finished, try connecting again.

Troubleshooting Wi-Fi Devices

I don't see any Wi-Fi networks displayed in the Network View

VZAccess Manager monitors your Mac computer's Airport and will display Wi-Fi networks based on the settings in the Wi-Fi tab of the Preferences dialog.

- Make sure your Mac Airport is turned on. You can do this by clicking on the Airport icon in the menubar.
- Verify the settings in the Preferences Dialog. Select **Preferences** from the VZAccess Manager menu. Next, select the Wi-Fi tab. Make sure the box **Display Airport (Wi-Fi) networks** is checked. If you only want to display Preferred networks then check the box **Display only preferred networks**.

I'm unable to connect using Wi-Fi

- A weak signal can cause this. Try moving within the Wi-Fi hot spot to improve your signal and try connecting again.
- Try clicking **Disconnect Wi-Fi** and then connect again.

I can receive e-mail but cannot send e-mail using my e-mail program

- Some Internet Service Providers require that you be connected through them to access their mail server to send e-mail.

I connected OK, everything was working, and then everything stopped working

- A weak signal can cause this. Try moving within the Wi-Fi hot spot to improve your signal and try connecting again.
- If necessary, try disconnecting and reconnecting.

My connection was lost

- A weak signal can cause this. Try moving within the Wi-Fi hot spot to improve your signal and try connecting again.

Additional UMTS/GPRS Tips

The following tips will help solve many common problems encountered while using GlobalAccess.

General Tips

- Make sure you are using the appropriate device in the correct geographic region: a Mobile Broadband/NationalAccess device in the US, Canada or Puerto Rico (or countries with CDMA coverage), or your Global Ready GSM wireless device in rest of world.
- Ensure that the wireless network's coverage extends to your current location.
- Confirm that your SIM card is properly inserted in the wireless device.
- If your connection speed seems slow, please note that speeds in GSM network depend on the coverage available (GPRS, EDGE, UMTS, or HSPA).

Cannot connect using a wireless device designed for use overseas - Not finding network "Searching for network" message in VZAccess Manager. LED on device is solid RED

- Verify that you are not trying to connect with a Mobile Broadband/National Access device while outside the US.
- Check that the card is inserted correctly and that the SIM is installed correctly.
- Ensure that the wireless network's coverage extends to your current location. You may be in a non-covered service area.

Cannot connect using U630 or XU870 overseas - VZAccess Manager finds a network, however "Connect" button cannot be clicked

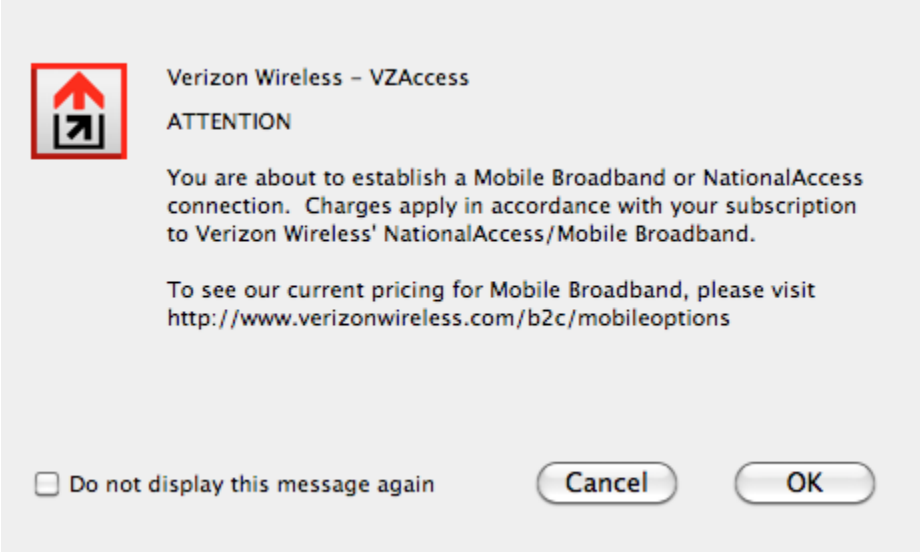
- Re-run Device Detection by selecting **Detect Device** from the Options menu or clicking the **Detect Device** button in the main window.
- Shutdown VZAccess Manager, restart your computer, and then try to connect again.

Cannot connect using a wireless device designed for use overseas - Constant "Powering on device message" in bottom left corner. LED on device is flashing RED

- Close VZAccess Manager, remove the external device and reboot the computer.
- Check that the SIM card is correctly inserted into the wireless device.

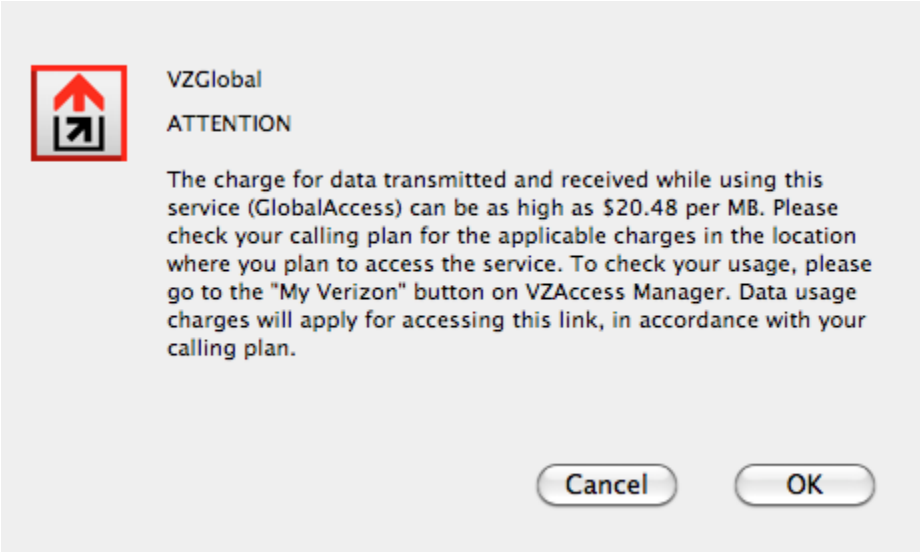
Warning Messages

NationalAccess and Mobile Broadband
The first time you connect via NationalAccess or Mobile Broadband, the following warning message will be displayed:

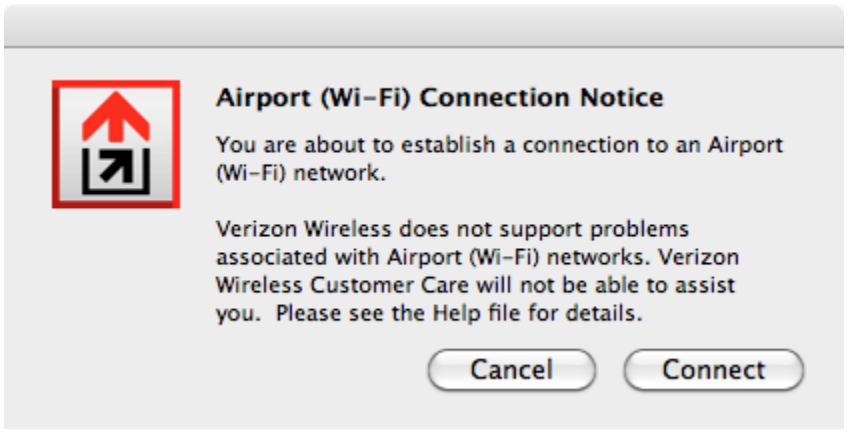

Verizon Wireless – VZAccess
ATTENTION
You are about to establish a Mobile Broadband or NationalAccess connection. Charges apply in accordance with your subscription to Verizon Wireless' NationalAccess/Mobile Broadband.
To see our current pricing for Mobile Broadband, please visit http://www.verizonwireless.com/b2c/mobileoptions
Do not display this message again
Cancel
OK

VZAccess Manager will continue to display this message each time you go to connect via NationalAccess or a Mobile Broadband connection until you check the "Do not show this warning again" box.

GlobalAccess
The following warning message will be displayed every time you connect using GlobalAccess.:


VZGlobal
ATTENTION
The charge for data transmitted and received while using this service (GlobalAccess) can be as high as $20.48 per MB. Please check your calling plan for the applicable charges in the location where you plan to access the service. To check your usage, please go to the "My Verizon" button on VZAccess Manager. Data usage charges will apply for accessing this link, in accordance with your calling plan.
Cancel
OK

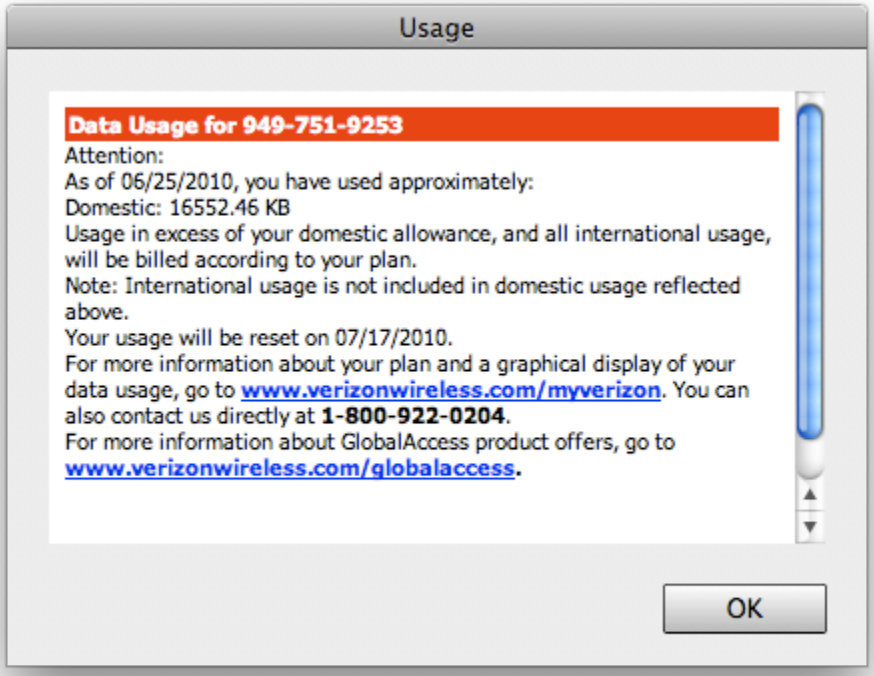
Wi-Fi
The first time you connect to a Wi-Fi network, you will see the following warning:


Airport (Wi-Fi) Connection Notice
You are about to establish a connection to an Airport (Wi-Fi) network.
Verizon Wireless does not support problems associated with Airport (Wi-Fi) networks. Verizon Wireless Customer Care will not be able to assist you. Please see the Help file for details.
Cancel
Connect

In most cases connecting to a private Wi-Fi network is a simple process and you can use VZAccess Manager instead of the Wi-Fi client you would normally use. If you have any problems doing this, try the recommendations in the section on Troubleshooting Wi-Fi Devices.

Data Usage

When connecting to a WWAN connection you are presented with a warning about your data usage and the reset date for billing purposes.


Usage
Data Usage for 949-751-9253
Attention:
As of 06/25/2010, you have used approximately:
Domestic: 16552.46 KB
Usage in excess of your domestic allowance, and all international usage, will be billed according to your plan.
Note: International usage is not included in domestic usage reflected above.
Your usage will be reset on 07/17/2010.
For more information about your plan and a graphical display of your data usage, go to www.verizonwireless.com/myverizon. You can also contact us directly at 1-800-922-0204.
For more information about GlobalAccess product offers, go to www.verizonwireless.com/globalaccess.
OK

Technical Support

For additional information and technical support for VZAccess Manager and Verizon wireless devices, please visit Verizon's Data Technical Support page at:

http://www.verizonwireless.com/b2c/support/data.jsp

Chapter 7 Glossary

1xRTT

Short for single carrier (1x) Radio Transmission Technology. A 3G wireless technology based on the CDMA platform. 1xRTT has the capability of providing broadband-like speeds of up to 144 Kbps. 1xRTT is also referred to as CDMA2000.

Bps

Bits per second – rate of data flow.

Broadband

High-capacity high-speed, transmission channel with a wider bandwidth than conventional copper telephone lines. Broadband channels can carry video, voice, and data simultaneously.

COM Port

Defines a serial/RS-232 port within the Windows© environment. May be physical or virtual

Dormancy

A network state that occurs when no data has been transmitted or received after a given amount of time. A network connection may disconnect during a dormant state.

EV-DO

Evolution, Data-Only. Part of a family of CDMA2000 1x digital wireless standards. 1xEV-DO is a data-only "3G" standard which yields average speeds of 300-600 kbps.

Firewall

A hardware or software boundary that protects a network or single PC from unwanted outside traffic.

HTTP

Hypertext Transfer Protocol. The protocol used to request that a web server send a particular web page.

ISP

Internet Service Provider. An entity that provides access to the Internet, typically through a modem or wireless device.

IP

Internet Protocol. The mechanism by which packets are routed between computers on a network.

Kbps

Kilobits per second – rate of data flow.

LAN

Local Area Network. A data network confined to limited area with moderate to high data rates. Does not use common carrier circuits, although may have gateways or bridges to other public or private networks.

OEM

Original Equipment Manufacturer.

PC Card

A card having physical and electrical characteristics specified by the PCMCIA (Personal Computer Memory Card International Association). These cards provide extra functionality when inserted into a mobile computer. Typical examples are modems and network cards. A PC Card type refers to the thickness of the card.

PC Card Slot

A physical slot on a mobile computer, usually located on the side of the machine, which accepts standard sized PC Cards to enhance the functionality of the machine.

PCMCIA

Personal Computer Memory Card International Association. The organization that defined the standards governing PC Cards. The organization has now disbanded due to the popularity of the newer USB interface specification.

PDA

Personal Digital Assistant. A handheld device used for organization, notes, address books, etc.

POP3

Post Office Protocol v3. A standard transport protocol used send and receive email.

Proxy

A firewall mechanism that replaces the IP address of a host on the internal (protected) network with its own IP address for all traffic passing through it.

Serial Connection

A network connection established by a serial device such as a modem. Serial communication between your PC and modem or other serial devices adhere to the RS-232 standard.

SMS

Short Messaging Service. Short text messages of generally no more than 140-160 characters sent and received by wireless devices.

Sync

To compare and synchronize two or more sources of data.

TCP/IP

Transmission Control Protocol / Internet Protocol.

URL

Uniform Resource Locator.

USB

Universal Serial Bus. A connection type for computer peripherals such as a printer, mobile phone, etc.

VPN

Virtual Private Network. A way to communicate through a dedicated server securely to a corporate network over the Internet.

WAN

Wide Area Network. A network which uses common carrier-provided lines. Contrasts with LAN.

WEP

Wired Equivalent Privacy. A security protocol for wireless local area networks (WLANs) defined in the 802.11b standard. WEP is designed to provide the same level of security as that of a wired LAN.

Wi-Fi

Wireless Fidelity. A generic term used to describe any type of 802.11 (a, b, g) network.

WWAN

Wireless Wide Area Network.

WWW

World Wide Web.

Chapter 8 Trademarks and Service Marks

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